

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of:

DOCKET NO. 160101-WS

APPLICATION FOR INCREASE IN
WATER AND WASTEWATER RATES IN
CHARLOTTE, HIGHLANDS, LAKE,
LEE, MARION, ORANGE, PASCO,
PINELLAS, POLK, AND SEMINOLE
COUNTIES BY UTILITIES, INC. OF
FLORIDA.

_____ /

PROCEEDINGS: SERVICE HEARING

COMMISSIONERS
PARTICIPATING: CHAIRMAN JULIE I. BROWN
COMMISSIONER ART GRAHAM
COMMISSIONER RONALD A. BRISÉ

DATE: Thursday, February 2, 2017

TIME: Commenced at 9:30 a.m.
Concluded at 12:40 p.m.

PLACE: Eastmonte Civic Center
830 Magnolia Drive
Altamonte Springs, Florida 32701

REPORTED BY: LINDA BOLES, CRR, RPR
Official FPSC Reporter
(850) 413-6734

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10 Florida.

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15 MARY ANNE HELTON, DEPUTY GENERAL COUNSEL,
16 Florida Public Service Commission, 2540 Shumard Oak
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18 the Florida Public Service Commission.

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1
2 **CHAIRMAN BROWN:** Okay. I think they have
3 fixed the technical issues. I want to welcome you all,
4 and good morning today to this customer service hearing
5 in the Utilities, Inc. of Florida rate case. Today is
6 February 2nd, Groundhog's Day. Yay. Insert joke here.

7 My name is Julie Brown. I have the privilege
8 of serving as Chairman of the Florida Public Service
9 Commission. This is our seventh customer service
10 hearing in this proceeding, and I'm very excited to see
11 so many of you come out today to talk to us and tell us
12 your concerns about the proposal.

13 With me today are Commissioners from the PSC,
14 and I'd like to give them an opportunity to introduce
15 themselves to you directly, starting from my right.

16 **COMMISSIONER GRAHAM:** Good morning. My name
17 is Art Graham, and I'm looking forward to hearing from
18 you today. I know this is a very confusing situation
19 for a lot of you. Just basically tell us the facts as
20 you know them. I'm sure there's going to be several
21 other people that are going to say the same thing, so
22 it's okay just to say ditto and move on because there's
23 a lot of people here that we need to hear from. If you
24 picture 60 people, maybe 90 people out here all want to
25 speak for three minutes at a time, we'll be here for

1 quite a while. So we -- don't feel like you have to get
2 down into the valleys. Hit the peaks. If there's
3 something long and intense you have to send us, feel
4 free to email it to us or call and leave a message.
5 Thank you.

6 **COMMISSIONER BRISÉ:** Good morning. My name is
7 Ronald Brisé, and I'm happy to be here with you. I want
8 to hear from you today. As my colleagues have stated,
9 this is your hearing and this is where you get an
10 opportunity to let us know what is on your mind. And we
11 are here to do just that, is hear what is on your mind.
12 So thank you for taking time out of your busy schedule
13 to be here, and let's work together to make sure that
14 it's -- that the process continues to work as designed.

15 **CHAIRMAN BROWN:** Thank you. And I want to --
16 oh, I apologize for the technical issues. I hope
17 everyone can hear us clearly. You guys can all hear us?

18 (Chorus of affirmative responses.)

19 Excellent. Thank you.

20 Staff counsel, will you please read the
21 notice.

22 **MR. TRIERWEILER:** By notice issued on December
23 14th, 2016, this time and place has been set for a
24 customer service hearing in Docket No. 160101-WS. The
25 purpose of the hearing is set forth more fully in the

1 notice.

2 **CHAIRMAN BROWN:** Thank you, counsel.

3 And now we will take appearances of counsel,
4 starting with the Petitioner, Utilities, Inc. of
5 Florida.

6 **MR. FRIEDMAN:** Martin Friedman of Coenson
7 Friedman, P.A., on behalf of Utilities, Inc. of Florida.

8 **MR. KELLY:** Good morning. My name is J.R.
9 Kelly. I'm with the Office of Public Counsel, and we
10 have the honor and privilege of representing the
11 ratepayers of Utilities, Inc. in this matter.

12 **CHAIRMAN BROWN:** Thank you.

13 General Counsel.

14 **MS. HELTON:** And Mary Anne Helton and Walter
15 Trierweiler on behalf of the Florida Public Service
16 Commission.

17 **CHAIRMAN BROWN:** Thank you. And as my
18 colleagues stated earlier, this is your customer
19 meeting. It is not our meeting. It is not the
20 utility's meeting. It is your meeting, so please take
21 advantage of it. We are definitely interested in
22 hearing from you. Later on in the process, we'll have a
23 technical hearing in May that will go for one week in
24 which we take the substance and the evidence of the
25 proceeding, and we will ultimately make a decision over

1 the summer.

2 I would like to note that there are company
3 representatives here from the utility who are somewhere
4 in the back here to address billing and service issues.

5 We also have Public Service Commission staff
6 who are here to address any issues you may have and can
7 offer you ample time after the conclusion of the service
8 hearing.

9 I'd like to, for the record, go over and
10 briefly introduce each service -- each member from the
11 Commission staff. We've got Andrew Maurey. We have
12 Chris Church, Mimi Hearn, Conrad Howard. We have Patti
13 Daniel, who you met when you were signing in. We have
14 Phillip Ellis. You heard from our General Counsel's
15 Office, Mary Anne Helton and Walt Trierweiler. We have
16 Cindy Muir, Kelly Thompson. From our Clerk's Office, we
17 have Rachel Arnold, Carlotta Stauffer, and our court
18 reporter who is here today is Linda Boles.

19 This is an official hearing, which means that
20 it will become part of the record in this proceeding.
21 We appreciate the professional nature and the courtesy
22 that you're showing to us. We ask you to kindly refrain
23 from shouting, clapping. Although we know you may be
24 enthusiastic about some of the comments that are made,
25 it is being transcribed and becoming part of a record,

1 so please proceed accordingly.

2 At this time, could you please silence your
3 phones so as not to interrupt the flow in the proceeding
4 so that we can hear directly from the customers.

5 If -- when you walked in, you may have noticed
6 the sign-up sheets. If you do want to speak today,
7 please make sure that you sign them. If you don't and
8 you'd rather provide us with written comments, you can
9 do that even today. At the back of this form, you could
10 just fill it out and provide it to staff on your way
11 out, or you can mail it in. Whether your comments are
12 made today verbally or in writing, they will absolutely
13 be taken in consideration in the overall rate case
14 process.

15 And before I invite the attorneys for the
16 parties to give brief opening statements, our general
17 counsel has a clarification on a notice issue for the
18 record.

19 **MS. HELTON:** Thank you, Madam Chairman.

20 Yes, I want to thank -- one of the customers
21 brought this forward to one of our staff members.

22 **AUDIENCE SPEAKER:** Can't hear you.

23 **CHAIRMAN BROWN:** Mary Anne, get closer.

24 **MS. HELTON:** Am I on now?

25 **CHAIRMAN BROWN:** There you go.

1 **MS. HELTON:** Sorry about that. I want to
2 thank one of the customers who brought forward to one of
3 our customer -- our staff members what appears to be a
4 conflict in the notice. The notice that you all would
5 have received in the mail states that the revenue change
6 that was provided to you was based on a stand-alone
7 calculation; however, that is not what the company has
8 requested in this case. The company is requesting a
9 consolidated rate, and so the numbers that the company
10 has actually requested -- each of you should have
11 received a rate case overview when you came in. If you
12 flip over the first page, on the second page, that
13 actually shows the -- your current rates and the rates
14 that the company has requested in this rate case.

15 **CHAIRMAN BROWN:** Can you repeat that again?

16 **MS. HELTON:** The second page -- I'm sorry. I
17 seem to be bugging in and out here. The second page
18 actually reflects what the company is requesting in the
19 rate case.

20 **CHAIRMAN BROWN:** Thank you. And just for
21 clarification also for the record, at some of the
22 customer service hearings that we've attended, folks
23 didn't know who the Public Service Commission is and got
24 a little confused. The Public Service Commission is an
25 independent state body that is impartial. We act as a

1 quasi-judicial body in this proceeding, and we take the
2 evidence of the case and we apply the law to the facts
3 and other considerations as part of this overall case.
4 So I just wanted clarification.

5 And with that, we'll have -- I'll invite the
6 parties to the proceeding to give brief opening
7 statements, starting with Utilities, Inc. of Florida.

8 **MR. FRIEDMAN:** Thank you, Madam Chairman,
9 Commissioners, ladies and gentlemen. Again, my name is
10 Marty Friedman. I'm the attorney for Utilities, Inc. of
11 Florida. In a moment you're going to hear from John
12 Hoy, who's the president of Utilities, Inc. of Florida,
13 and he's going to explain to you why UIF is asking for
14 this rate case and some of the details.

15 Before Mr. Hoy discusses that with you,
16 though, I want to point out that in the anteroom back
17 here on the right-hand side, at least from my view the
18 right-hand side, there's some customer service
19 representatives for Utilities, Inc. of Florida. And if
20 you have any questions, billing questions, customer
21 service questions, please take advantage of them being
22 here. Now I'm going to ask Mr. Hoy to say a few words.
23 Thank you.

24 **MR. HOY:** Thank you. Let me find a microphone
25 that works --

1 **CHAIRMAN BROWN:** There you go.

2 **MR. HOY:** -- always so you hear every word,
3 not every other one. Oh, there we go.

4 (Technical difficulties.)

5 Let me try that one. Is that a little better?

6 **CHAIRMAN BROWN:** Yes.

7 **MR. HOY:** Oh, okay. We'll give this a shot.
8 Thank you again, Commissioners, and good
9 morning.

10 **AUDIENCE SPEAKER:** Must be that side of the
11 room.

12 **CHAIRMAN BROWN:** And maybe don't move.

13 **MR. HOY:** I'll try not to move. I'll speak
14 loud.

15 (Technical difficulties.)

16 **CHAIRMAN BROWN:** Back up, to the right.

17 (Laughter.)

18 **AUDIENCE SPEAKER:** Put your left foot in.

19 **CHAIRMAN BROWN:** Mine works great, sir.

20 Mr. Hoy, use mine.

21 **MR. HOY:** Okay. All right. Good morning.

22 Thank you for allowing us to -- the time to address the
23 customers.

24 First of all, I want to give you a little bit
25 of overview on Utilities, Inc. and then talk about,

1 particularly about the rate case. Utilities, Inc. of
2 Florida, we've been here in Florida since the 1970s.
3 We've grown to be the largest water and wastewater
4 utility regulated by the Public Service Commission.
5 We've got about 60,000 customers spread across the state
6 in ten different counties. Until last year we were
7 organized as a number of different independent
8 companies, so some of you are represented here today
9 from different companies: Utilities, Inc. of Longwood
10 or Sanlando Utilities or the old Utilities, Inc. of
11 Florida, Orange County, Seminole County. What we did
12 last year was combine all of our companies into one.
13 This is the first rate proceeding we've had since that
14 consolidation, and it's driven by a couple of things.

15 The first thing is the investment we're making
16 in infrastructure. Well, first -- let me back up for
17 one second and clarify something. We've had some
18 confusion in some of our rate proceedings about who the
19 utility is and actually have had some customers approach
20 us that aren't even our customers because the news
21 reports have been there's a rate case going in or an
22 increase proposed for Lake County or Seminole County or
23 Orange County, and then we find out the customers are
24 customers of a different utility. So if you're not one
25 of our Utilities, Inc. customers, this doesn't apply to

1 you, so you don't have to necessarily pay attention to
2 that.

3 But the drivers of the rate case are the
4 infrastructure investment we're making, and after that,
5 it's the consolidation of rates that we're requesting.
6 So let me address first the infrastructure.

7 Over the past 100 years -- 100 years -- over
8 the past ten years we've invested about \$100 million in
9 infrastructure. In this case alone, we're requesting
10 about another \$35 million in projects. Two-thirds of
11 that is going right here in Seminole County. The
12 majority of that is going to Sanlando. So that's a key
13 driver of the case. It's for projects like pipe
14 replacements or projects like plant upgrades. So that's
15 a primary driver.

16 The other driver is we're asking for some
17 increases in salaries that you'll hear from the Office
18 of Public Counsel. We're asking for those to hire some
19 more crews, which we've done, are in the process of
20 doing, to do preventative maintenance on our systems
21 that are aging, have been aging for a period of time.
22 And that's to improve the quality of service, to try to
23 extend the life of those assets as long as we can. So
24 that's really the infrastructure message.

25 Let's switch over to rates, what's going on

1 with rates. So currently we've got 16 different rate
2 structures across the state, and what we're asking for
3 is the consolidation into one uniform rate like you get
4 with your gas company or your electric company. So
5 that's a driver here. And in that, there's going to be
6 some changes. Depending on where you're starting from,
7 there's going to be some changes depending on the
8 company you're in. So for the Utilities, Inc. of
9 Longwood customers or the Utilities, Inc. of Florida in
10 Orange and Seminole County, your rates are actually
11 going down, as you'll see on the sheet that was
12 referenced. For Sanlando customers, you'll probably
13 notice the rates are going up.

14 **AUDIENCE SPEAKER:** Yeah, double.

15 **MR. HOY:** Let me talk about that. So the
16 Sanlando rates are the lowest rates we have. They have
17 been for a period of time. They're actually a lot lower
18 than surrounding communities like Seminole County or
19 OUC. And one of the drivers -- and they're a lot lower
20 than the average in the state. And the reason for that
21 is because those rates are primarily based on
22 infrastructure that was built 40 years ago, and a lot of
23 the infrastructure was paid for by the developer or paid
24 for by the original homeowners. That infrastructure was
25 also made of materials that it's about at the end of its

1 useful life and we're having to invest. And that's why
2 when I referenced the investments going in, a lot of it
3 is going into Sanlando. And it's needed in order to,
4 you know, to upgrade the infrastructure going forward.
5 So that's the primary driver.

6 What we're asking for is a rate structure that
7 is consistent across the state. It's competitive with
8 the utilities around -- around here and around the
9 state, actually a little lower than some. But we need
10 those rates, we need those rates in order to deliver the
11 quality of service that you expect. We need those rates
12 to promote conservation and the prudent use of water
13 around the state. And importantly as well, we need
14 those rates to continue to track the capital we need to
15 invest in the infrastructure going forward. So those
16 are my brief comments. Thank you for the time this
17 morning. I look forward to hearing from you.

18 **CHAIRMAN BROWN:** Thank you. Now we'll invite
19 Mr. J.R. Kelly with the Office of Public Counsel to give
20 opening statements.

21 **MR. KELLY:** Thank you, Madam Chair.

22 Good morning again. As I said, my name is
23 J.R. Kelly. I'm with the Office of Public Counsel, and
24 I represent you, the ratepayers of Utilities, Inc., in
25 this matter.

1 You heard Mr. Hoy say basically this case,
2 from their standpoint, what it's about. They're seeking
3 to take about 30 -- excuse me -- 25 different systems
4 and consolidate them into one statewide rate that would
5 be the same for everybody.

6 In addition, though, they're also asking for
7 their overall revenues to be increased by almost
8 \$7 million a year. There are several issues that we are
9 taking a very close look at, and we have hired an
10 accounting expert, utility accounting expert out of
11 Michigan, an engineer out of Orlando, and our own
12 in-house CPA, that right now they're back poring through
13 the documents, conducting discovery to make sure that we
14 properly and fully vet everything that the utility is
15 asking for, that before it goes into the rates that you
16 pay, that the Commission makes the best decision they
17 can on the evidence that's presented.

18 A few of the issues that we are looking at,
19 Mr. Hoy just brought one up, was they're asking to
20 increase their capital investments by some \$30 million.
21 Our engineer is poring through their projects to see is
22 what they're asking for reasonable, is it prudent? And
23 before we will say that we're okay with those projects,
24 we're going to give them a proper full review and
25 vetting.

1 Another area that we have a strong concern in,
2 as you heard Mr. Hoy mention, they want to raise their
3 salaries and benefits for their company by \$500,000
4 annually. Why does that cause me concern? Well, when
5 you consolidate, what's one of the first things that
6 you're looking for? Economies of scale, ways to save
7 money. If it's not going to save money, if it's not
8 going to prove to be beneficial, then why the heck do
9 you look to consolidate to begin with? So we have a lot
10 of concerns about the increasing of salaries and
11 benefits in this matter.

12 And the last -- another big issue is that, for
13 those of you that don't know, Utilities, Inc.'s
14 headquarters is in Illinois. They're owned by a
15 Canadian company that's not even in the United States.
16 They're looking to allocate a certain amount of money
17 that you would pay that would go to Illinois and would
18 go to Canada. And before those go into your rates, we
19 will give that a very, very close review to make sure
20 that those are reasonable and prudent, and we believe
21 we've already identified several areas that we are going
22 to contest on your behalf.

23 Bottom line, we're here today -- you've heard
24 it said many times by the -- by the Chairman, this is
25 your meeting. Folks, you're a taxpayer, you're a

1 ratepayer. You're the one that pays my salary,
2 everybody's salary behind me. This is your opportunity
3 to come up and speak. Please, take advantage of the
4 opportunity. The remarks you make today are extremely
5 important for the folks behind me to hear. They're
6 going to make a decision in a few months that's going to
7 affect your pocketbook. And it may affect it greatly,
8 it may affect it small, but you've got to take the
9 opportunity to come up here today and share your
10 concerns. Quality of service, good, bad, I want to hear
11 it all. How does the company treat you when you call
12 asking about questions about billing? Are you getting
13 proper boil water notices, et cetera? Whatever it is,
14 please take this opportunity. I really appreciate you
15 guys coming out. I know at 9:30 in the morning a lot of
16 your neighbors are working and can't be here, but I
17 really appreciate you taking the opportunity to be here.
18 So take the one step further, make sure you sign up and
19 come speak.

20 The last thing is you don't have to be an
21 eloquent speaker. I'm not. I'm just a country boy from
22 south -- from North Florida. Just come up here and
23 speak from your heart. Thank you, again, for being
24 here.

25 **CHAIRMAN BROWN:** Thank you, Mr. Kelly. And

1 Mr. Kelly is an eloquent speaker.

2 Before we get into customer comment, and we'll
3 do that in just a moment, we have a few elected
4 officials who are here today. And as part of our
5 practice, we'd like to invite them to come and speak
6 today before us. I want to make sure the microphone up
7 at the podium is working, so I'll ask -- at this time,
8 we'll go through the group that we have here today. We
9 have Representative Scott Plakon, Representative Bob
10 Cortes, and County Commissioner Lee Constantine. So I'd
11 like to invite Representative Plakon to come up to the
12 podium.

13 Good morning.

14 **REPRESENTATIVE PLAKON:** Good morning. Good
15 morning, and thank you, Chairwoman Brown, Commissioners
16 Brisé and Graham --

17 **AUDIENCE SPEAKER:** We can't hear.

18 **AUDIENCE SPEAKER:** Speak up.

19 **REPRESENTATIVE PLAKON:** Hello. Okay. Thank
20 you, Chairwoman Brown and Commissioners Brisé and
21 Graham, for being here this morning.

22 **AUDIENCE SPEAKER:** Can't hear you.

23 **AUDIENCE SPEAKER:** We still can't hear you.

24 **REPRESENTATIVE PLAKON:** I'm practicing for
25 everybody else.

1 (Laughter.)

2 I'll try it again. Chairwoman Brown,
3 Commissioners Brisé and Graham, thank you for being here
4 and listening to the voices of our constituents.

5 **AUDIENCE SPEAKER:** Can't hear you.

6 **AUDIENCE SPEAKER:** Can't hear you.

7 **REPRESENTATIVE PLAKON:** I'll try a little
8 closer. I'm putting my mouth right on it.

9 **CHAIRMAN BROWN:** Representative Plakon, do you
10 want to switch mikes? Mine is pretty loud.

11 **REPRESENTATIVE PLAKON:** I think the voice of
12 the people needs to be a little bit louder than the
13 other voices.

14 (Audience cheering.)

15 So, anyway -- and thank you for the
16 microphone. And I also want to thank Mr. Kelly for
17 being here this morning.

18 I stand here as the representative of
19 District 29, western Seminole County, and also a former
20 chairperson of the Energy and Utility Subcommittee of
21 the Florida House of Representatives. So the people on
22 this panel we've dealt with for many years.

23 Again, you know, as you can see, this is a
24 very important issue to our constituents. I've talked
25 to a number that this will have a profound impact on

1 their lives. We have a lot of people on fixed incomes
2 that are being hit with this out of the blue, and -- you
3 know, in some ways doubling rates.

4 And I would ask you all to give this a very
5 hard look in this way: It seems to me, in listening to
6 the dialogue and reading some of the material, that this
7 consolidated rates across the state, it seems to be
8 something that would be convenient for a utility
9 company, but it ultimately involves kind of
10 quasi-government picking winners and losers here, and
11 Sanlando Utilities in particular seems like they're the
12 losers here. So I've not heard a good reason of why,
13 other than the convenience of the utility company, that
14 this should be a consolidated rate. So if I were the
15 utility company, sure, that's convenient and nice. But
16 I think -- I would like to see ours in particular or
17 maybe others looked at, individual utilities or regions,
18 because, of course, there's different dynamics in
19 extracting water in different parts of the state.

20 And I'm not sure exactly how we got here. I
21 heard the gentleman with Utilities, Inc. say that it's
22 an aging system. I'd also like Mr. Kelly to look at the
23 voracity of those claims. I understand that, I get
24 that, but I think that that should be looked at very
25 closely because they're claiming all these

1 infrastructure costs needed, and, you know, color me
2 skeptical. So I would appreciate it if you'd take a
3 good look at that as well. And, again, I want to thank
4 you all for being here, at least listening, and I look
5 forward to following this process.

6 And I'll let you know -- Chairman Brown, I
7 mentioned I'm also looking -- I've already spoken to my
8 former staff at looking to see if there's any
9 legislative solutions. Because I know you guys
10 ultimately follow legislative laws through being
11 appointed by the governor, so it's a couple of steps
12 away. But I -- this is so important to my constituents,
13 we're also looking at those types of solutions. So I
14 just wanted to let you know. Thank you.

15 **CHAIRMAN BROWN:** Thank you, Representative
16 Plakon, and I absolutely encourage a continued dialogue.
17 And please feel free to reach out to our office with any
18 questions you may have too. Thank you.

19 Commissioners, any comments?

20 Can you all hear me now?

21 (Chorus of affirmative responses.)

22 Okay. Good. At this time, we'll invite
23 Representative Cortes, who represents this district, to
24 come before us and present some brief comments to us.

25 **REPRESENTATIVE CORTES:** Thank you, Madam

1 Chair. Good morning, Commissioners, members. Welcome
2 to House District 30. I am Bob Cortes. I represent
3 this district where you're sitting here right now, House
4 District 30, which has Altamonte Springs and does have
5 some of the Utilities, Inc. customers.

6 And I am very familiar with most of the
7 Utilities, Inc. infrastructure, as I was a city
8 commissioner and mayor of the City of Longwood when
9 Longwood, at one time, was trying to purchase the
10 Utilities, Inc. portion at one time. And we were given
11 a price tag of about \$30 million back then, which we
12 were interested in buying because Longwood has one
13 portion of the city that's owned by the City and the
14 other portion by Utilities, Inc., which, coincidentally,
15 the portion owned by Utilities, Inc. was higher rates
16 than Longwood.

17 So when we did go to purchase it or at least
18 look at the infrastructure, we did find that the
19 infrastructure was decaying, and it was in such bad
20 shape that it would have cost us probably \$20 million or
21 more just to put it up. So we did not, as a collective
22 body did not want to invest into that.

23 But we've heard complaints throughout the
24 whole system of Utilities, Inc. I've had constituents
25 of mine, my parents live in the Utilities, Inc. basin,

1 and we always hear about, complaints about bad service,
2 bad quality of water, customer service. I hope that as
3 they move forward with this with the new organization
4 that they seek to improve all that.

5 As elected officials and utilities owned by
6 cities and counties, we're beholden to our constituents
7 at providing good quality water. They should be the
8 same way as a company for profit.

9 Now as we look at these rate increases,
10 obviously it's not just about the monthly, because we've
11 seen the stuff that would affect development,
12 redevelopment, and new development. The cost of the
13 meters on the back side, if you look at this rate sheet
14 towards the back pages, the rates are extremely off the
15 charts. I mean, we're going to affect some of the new
16 development that might be coming to our region by these
17 rate increases on the back side. Which I understand
18 they're trying to build money for the infrastructure,
19 but it's going to come out of the pockets of
20 working-class folks that live in this district.

21 So in Longwood when we did a rate increase, we
22 had to do it just to keep up with our infrastructure, it
23 was something that we did on a five-year scale, and it
24 was small increments and it was all through the public
25 hearing system of the elected officials. This all of

1 the sudden one shot, big one on one particular one and
2 then half someplace out in Pasco and some other
3 counties, I don't think it's proper for this. I
4 understand what they're trying to do by saying
5 everything equal, by merging, but it's not fair to my
6 constituents and these folks that are here. So I thank
7 you for your time. And if you can listen to everybody
8 that I'm sure has a complaint here, thank you. And I'll
9 talk to you soon. Thanks.

10 **CHAIRMAN BROWN:** Thank you, Representative
11 Cortes.

12 Commissioners, any questions or comments?

13 We appreciate your interest and providing us
14 with additional information.

15 At this time, we will hear from County
16 Commissioner Lee Constantine.

17 **COMMISSIONER CONSTANTINE:** First of all, I
18 want to welcome you to Altamonte Springs, my home, a
19 place that I've represented for 36 years in one form or
20 another.

21 In a past life, as you all know, I was a
22 senator that was chairman of both the Nominating
23 Committee as well as the Telecommunications Committee
24 that this organization is under, and I've worked many
25 years with Mr. Kelly. And, Mr. Kelly, I'm going to ask

1 you one more time, because you've served me well in many
2 ways and served the citizens, these are my citizens, and
3 it is important that we work very hard to ensure that
4 whatever rates are agreed to, that they get the very
5 best service and the very best representation.

6 I'm not going to spend a lot of time because
7 these folks have come here today to speak to you. And
8 I'm very proud of you all. I know that this is tough to
9 come in at 9:30 in the morning, I know that many of you
10 have missed work because of this, and I also understand
11 how important this is to you.

12 The western part of Seminole County, although
13 we are elected countywide in our county commission, the
14 western part of Seminole County is west -- the southwest
15 is where I represent. That's my district, and I will be
16 watching this extremely close. I will, I'm sure, talk
17 to each and every one of you as well as the staff
18 between now and May. I've served with many of you.
19 Ron, it's good to see you again, but it's also good to
20 see you, Julie and Art, and I look forward to talking to
21 Commissioner Patronis also.

22 The point that I think needs to be made is, is
23 that although consolidation sounds like it's efficient
24 and it sounds like it's reasonable, as my fellow
25 commissioner -- or my -- the representatives have said,

1 it depicts winners and losers. And in that it is not
2 fair for some of these individuals, who have continued
3 to do their very best to -- in conservation, in working
4 to -- in paying their bills, that they are going to have
5 to be picked as a loser. And that is essentially what
6 we're talking about here: These folks are the ones that
7 have been picked as the losers. And that is not right,
8 nor fair. The one-size-fits-all is not the right way to
9 go, especially in this particular instance.

10 I heard from a Utilities, Inc. representative
11 which I'm very familiar with that he had said that this
12 was to help conservation. You know, all due respect,
13 all due respect, conservation is something that these
14 folks are trying to do because every -- they know that
15 every thousand gallons they're charged more, and they're
16 doing -- and those on fixed incomes are doing everything
17 they can to conserve.

18 We know that utility companies get paid a
19 percent above whatever it costs them as far as profit
20 guaranteed, and we understand that the more that we use,
21 the more they get paid. So they're not into
22 conservation. What they are into is convenience and
23 consolidation, and the fact of the matter is that that
24 is not fair on the backs of the citizens that are behind
25 me today.

1 I wish them all -- I wish you all the best
2 because I know you -- how hard you work. I've, you
3 know, I've seen the work that you've done. I've agreed
4 with some of your decisions. I've disagreed with
5 others. But the fact of the matter is this one right
6 now is very personal, and this one I want you to really
7 look hard for because my friends, these citizens right
8 here, were, like, hit over the head with a two-by-four,
9 and people just -- all the sudden they said, "What is
10 going on here?"

11 The other thing I just want to say, and I
12 think all of them would agree, I think the notice has to
13 be reevaluated here with the PSC. We have had some -- a
14 great deal, not just some, a great deal of
15 misunderstandings and miscommunications. And some of
16 the folks that have really pointed that out, like Bill
17 Shellcross (phonetic) and others who are not here today
18 because they -- he had other things he had to do, but
19 there has been a lot of misinformation. Is that not
20 correct, everyone?

21 (Chorus of affirmative responses.)

22 A lot of people did not understand what was
23 going on. So, you know, regardless of anything else, I
24 would just suggest that you look at some of your
25 procedures when it comes to a notice and everything.

1 And, again, I just want to say thank you for being here.
2 You are welcome to Altamonte Springs. A beautiful day.
3 I know you have to go to Lakeland later for the same
4 thing, so I wish you the best. But to each and every
5 one of you, go get them. Thank you very much.

6 (Applause.)

7 **CHAIRMAN BROWN:** Thank you. Thank you,
8 Senator Constantine -- I mean, Commissioner Constantine.
9 That's so weird. I'm so used to calling you Senator
10 Constantine. And absolutely I agree with you on the
11 notice, and our legal folks are looking into it. And on
12 behalf of the Commission, we apologize if there is
13 confusion at all, and we will be addressing it as soon
14 as possible, if not right now.

15 All right. With that, it's your turn. We're
16 moving into public comment. And just a few
17 instructions. Each customer has three minutes.
18 There -- again, you heard the microphone. It's pretty
19 loud up here, so you don't need to go as close as I am
20 right now. There are lights on the podium, and when it
21 gets to yellow, you have about a minute left. When it
22 gets to red, you should be stopping. Unfortunately --
23 we do have a lot of customers here who want to speak,
24 and I'm going to have to interrupt you when your time
25 has expired because we want to hear as many -- from as

1 many of you as possible. I want to reiterate my
2 appreciation for you all being professional, being
3 courteous to others when they're speaking. A reminder,
4 please refrain from clapping, outbursts, as such,
5 because this is an official proceeding being transcribed
6 carefully.

7 As such, you all are going to need to be sworn
8 in. Whoever needs -- would like to address us and speak
9 before us, you're going to need to be sworn in, and
10 that -- we'll do that in just a second. What that means
11 is that the Commissioners can ask you questions, as well
12 as the parties.

13 So with that, all of those who would like to
14 speak before the Commission, if you could stand with me
15 and raise your right hand.

16 Do you swear or affirm to provide the truth in
17 this proceeding?

18 (Chorus of affirmative responses.)

19 (Witnesses collectively sworn.)

20 Thank you very much.

21 Please be seated.

22 Office of Public Counsel will be calling two
23 names at a time, with the first one going up. The
24 second one, if you want to come up to the front row,
25 we'll make some room for the second one to be ready to

1 go so that we can move swiftly but accurately here.
2 When you come to the microphone, please state your name,
3 telephone number, and address for the record. And
4 Mr. Kelly will be calling the names.

5 With that, I believe I've covered everything
6 that there is, preliminary matters. Mr. Kelly, can you
7 call your first customer?

8 **MR. KELLY:** Yes, Madam Chair. The first
9 speaker is Sydney Jones, followed by Russell Dunn.

10 **CHAIRMAN BROWN:** Good morning.

11 **MS. JONES:** Good morning. Sydney Jones. The
12 address is 2013 Crowley Circle West, Longwood, Florida
13 32779. (407)333-0966 is the phone number. I'd rather
14 not see it on a bathroom wall.

15 (Laughter.)

16 I'll try to be brief. As far as salaries and
17 increases, a half a million a year is a lot. I would
18 prefer not to see it go to CEOs. And if you have to do
19 wages and salaries, it goes to the actual people that
20 are out there working. I don't want any of my money
21 going to help the state of Illinois. That would be a
22 problem that can be addressed by the parent company in
23 Canada and those people in Illinois that can come to
24 their own hearing.

25 Water quality. I've lived here most of my

1 life. We've always had high chlorine. I am concerned
2 about the phosphates in the water. For those that own
3 pools, phosphates eat the chlorine, which causes algae.

4 Utility personnel. The only time I've called
5 is -- we've lived there for 17 years. I understand the
6 water pipe system was very small when it was put in.
7 Our water pressure is horrible. It has been for 17
8 years. I do -- would support doing something about the
9 pipes because when everybody waters their lawn, my
10 shower is a water fountain. It takes forever.

11 We've -- my husband and I have fairly good
12 jobs. We live on a fixed income. We rarely water the
13 lawn, I wash dishes by hand, I do small loads of laundry
14 on the quickest cycle for the less water, and our bill
15 is still \$85 a month. So if you're going to put
16 200 percent on top of that, something is going to have
17 to give, and it's probably food. And we all know how
18 horribly expensive that is right now. It's cheaper to
19 go to McDonald's than it is to eat a salad. So thank
20 you.

21 **CHAIRMAN BROWN:** That's true. Thank you.

22 (Applause.)

23 Again, please refrain from clapping. We
24 appreciate your enthusiasm.

25 Commissioners, any comments or questions?

1 Next customer, please.

2 **MR. KELLY:** After Russell Dunn is Austin
3 Beeghly.

4 **CHAIRMAN BROWN:** Good morning.

5 **MR. DUNN:** Good morning. My name is Russell
6 Dunn, 208 Harrogate Place, Longwood, Florida,
7 (407)869-4775.

8 Good morning. I'm here today not because I
9 want to be, because I have to protest this excessive
10 rate increase.

11 I understand they are attempting to merge all
12 their rates and consolidate, but the logic provided
13 in -- by Mr. Hoy is totally bogus, in my opinion. There
14 is no logic for consolidating the rates in my opinion,
15 and I would say what he has stated is nothing short of
16 what I would call extremely false and misleading in
17 every respect. Our rates will be skyrocketing without
18 cause if this excessive rate increase is approved.

19 Utilities, Inc. stated on page 4 that they're
20 asking for a four -- four-tenths of a percent increase
21 for water and a 58.7 increase for wastewater for
22 Seminole County, Sanlando. In 2016, I paid a total of
23 \$965.83. Using their proposed rates for my 2016 water
24 usage, I would be paying \$1,933.25 minus any taxes. So
25 that's roughly a thousand dollars, plus or minus, and

1 more than a 100 percent increase, which is exorbitant.

2 This four-tenths of a percent increase for
3 water and a 58 percent -- .7 percent increase for
4 wastewater does not, in any sense, equate to a
5 100 percent increase based on my math. The math is
6 wrong. So what would you say Utilities, Inc. did in
7 their mailing by stating that was the rate increase, yet
8 the numbers do not equate? The numbers do not compute.

9 This massive unjustified rate increase is a
10 tremendous burden on the families in our community. I
11 live in Wekiva. I've lived there for 38 years. The
12 community is middle class. Most people are living on a
13 fixed income. Therefore, there is no logic and no
14 justification for a rate increase of 100 percent to any
15 consumer.

16 **CHAIRMAN BROWN:** Thank you, sir. Can you wrap
17 it up?

18 **MR. DUNN:** I've never heard of a rate increase
19 of that magnitude ever.

20 **CHAIRMAN BROWN:** Thank you, sir. Appreciate
21 it. And we also encourage you to file written comments,
22 if you'd like, with the Commission.

23 **MR. DUNN:** I have.

24 **CHAIRMAN BROWN:** Thank you.

25 **MR. DUNN:** Thank you.

1 **CHAIRMAN BROWN:** Next customer, please.

2 **MR. KELLY:** After Mr. Beeghly is Lenny Salvo.

3 **CHAIRMAN BROWN:** Good morning.

4 **MR. BEEGHLY:** Good morning. My name is Austin
5 Beeghly. I live at 340 Spring Run Circle. That's in
6 Longwood. (407)383-1740.

7 So starting off with the service of Utilities,
8 Inc. already, we already had to buy a water softener and
9 -- which most people in Florida have, and also water
10 purification. The smell, the color of the water
11 already, to start with, has already been bad. So we've
12 already put thousands of dollars into our house because
13 of what they can't do already. And that just -- it
14 really irritates me that then they would come over and
15 say, "Okay. We have an aging system." I understand
16 preventative maintenance is definitely something that
17 every company has to do and there's certain things that
18 we -- that they have to have to upgrade their systems.
19 You took over an aged system. That wasn't overnight.
20 They knew this was coming, so why all of the sudden --
21 and we're going to go ahead and double the rates, which
22 is in my area -- you're going to come across and say
23 double our rates, but you already knew the system
24 didn't -- where it was. You knew where -- how much
25 maintenance it needed, and then all of the sudden you

1 just come forth and say, "Hmm, now we need to double our
2 rates." It's too fast, too much, and it's just -- it's
3 plain just not right.

4 The other thing I would like to say was the
5 first woman that came up was a good point, was the staff
6 increases for the amount of money that they want as
7 well. I think it's great as long as it stays local, but
8 I'd like to see how much the president and vice
9 president, CEO, the executives, how much are they
10 getting paid for this in Canada, in other states other
11 than Florida? We live here, not them. It's our water.
12 It's our quality. Come down and come drink some of our
13 water down here that they supply to us, then you can
14 come and talk. Thank you.

15 **CHAIRMAN BROWN:** Thank you for your testimony.

16 Next customer.

17 **MR. KELLY:** After Mr. Salvo is Jerry
18 Alexandrowicz.

19 **MR. SALVO:** I have to make this lower.

20 (Laughter.)

21 Good morning. My name is Lenny Salvo. I live
22 at 521 Birch Court, Altamonte Springs (407)299-9151.

23 My statement, my first statement and my last
24 statement will probably be the same. I just want to
25 know where this all ends. Approximately 90 percent of

1 the population in Florida is 65 years of age and over.
2 The per capita income is between 25- and 27,000 a year
3 in zip code 32714, to make it clear. I've talked to
4 many people that work in your Publix, Winn Dixie, this,
5 that, and the other thing, and they're constantly being
6 asked by seniors which is the best grade of cat food. I
7 don't think this is the intent of the Florida Public
8 Service Commission to force the elderly to resorting to
9 eating cat food.

10 My bill, as it stands right now, is 70 bucks.
11 My wife and I live alone. We use about 100 gallons a
12 day per person, which is half of what the national
13 average is. So my \$70 water bill will now go to 110.
14 We received a .3 percent increase on social security,
15 and then they raised the rate for the insurance
16 .3 percent. So we got nothing.

17 So where does it end? What's the saturation
18 point for the people in Florida? Are we supposed to
19 hemorrhage this money from somewhere?

20 I just appeal to you guys and your greater
21 sense of -- for your neighbors. I asked these gentlemen
22 over here if they drink the water that gets pumped out
23 of the ground straight from the faucet. They both told
24 me, "Yes." I'm not going to call anybody a liar, but I
25 can't drink the water straight out. The calcium is so

1 high out of there, out of unfiltered water that it
2 stains glass. That's all I've got to say. Thank you
3 for your time.

4 **CHAIRMAN BROWN:** Thank you, Mr. Salvo, for
5 your testimony.

6 Commissioners, any questions?

7 Thank you.

8 Next customer, please.

9 **MR. KELLY:** After Mr. Alexandrowicz will be
10 Arthur Hardie.

11 **CHAIRMAN BROWN:** Good morning.

12 **MR. ALEXANDROWICZ:** Good morning. How are
13 you?

14 **CHAIRMAN BROWN:** Good.

15 **MR. ALEXANDROWICZ:** My name is Jerry
16 Alexandrowicz. I live at 106 Autumn Drive. That's in
17 Longwood. Austin and I basically live in the same
18 community called The Springs. He's the secretary for
19 our community and I'm the president.

20 We've heard -- my major problem, besides what
21 Austin has told you, is the service we receive from
22 Utilities, Inc. It's terrible. So far on my street
23 where I live, on Autumn Drive, we had nine water main
24 breaks going in the evening and during the day.
25 There's -- our residents have to call Chicago to get any

1 service to come and fix these breaks. I lost my
2 driveway, I lost the front of my yard the first time, my
3 neighbors all had water in their garages and some even
4 in their house, and it took them two hours to get out
5 there and fix this thing. And it's three times the
6 water main has broken in my -- in the front of my house.
7 This last time I threatened to come to you people, and
8 that's the only reason why they put in a new main. And
9 I really believe that because I feel that you have the
10 authority and they understand. I didn't know they were
11 going for these rates. I mean, these rates are
12 outlandish. Nobody should be able to get a 58 percent
13 increase. And paying \$500,000 a year? I mean, I would
14 like to get a \$500,000-a-year increase in my salary
15 every year. Let me tell you that. I wouldn't be here.

16 Anyway, that's all I have to say. I think,
17 you know, you people have a very big responsibility to
18 the rest of us. We have a lot of people in our
19 community who are on fixed income, and it's really going
20 to be tough on them if they have to come up with another
21 100 percent increase on their -- on their water.

22 **CHAIRMAN BROWN:** Thank you, sir.

23 **MR. ALEXANDROWICZ:** Sure.

24 **CHAIRMAN BROWN:** A few questions. My
25 colleague has one first, so I'll go to him first.

1 **MR. ALEXANDROWICZ:** Sure.

2 **COMMISSIONER BRISÉ:** Thank you. If you could
3 state the name of your community again.

4 **MR. ALEXANDROWICZ:** The Springs community.

5 **COMMISSIONER BRISÉ:** The Springs community.

6 And then the second question I have, when you called,
7 you said you had to call Chicago.

8 **MR. ALEXANDROWICZ:** Yes.

9 **COMMISSIONER BRISÉ:** Did you call locally and
10 get no response, or how did that work?

11 **MR. ALEXANDROWICZ:** Well, in the evenings,
12 they -- their emergency services comes out of Chicago,
13 and then Chicago calls down here, but the
14 representatives live up in Volusia County. So by the
15 time they would come down -- it would just go back in a
16 big circle. So by the time they would have the
17 representative come in -- and the first time they -- no,
18 excuse me -- the second time they came in, they sent a
19 person down here his first time, first day on the job,
20 had no clue what he was doing. Finally he had to call
21 his superior that came down. So it took them three
22 hours to shut the water off. That's why I lost my
23 driveway and lost -- people had the water in their house
24 and things. It was silliness.

25 **COMMISSIONER BRISÉ:** Thank you.

1 **MR. ALEXANDROWICZ:** Yeah.

2 **CHAIRMAN BROWN:** Sir, you said The Springs
3 community. How many folks live in there?

4 **MR. ALEXANDROWICZ:** 850.

5 **CHAIRMAN BROWN:** 850?

6 **MR. ALEXANDROWICZ:** Yeah.

7 **CHAIRMAN BROWN:** And you said that there were
8 nine water main breaks. Over a period of how long?

9 **MR. ALEXANDROWICZ:** A year.

10 **CHAIRMAN BROWN:** A year? And you said there
11 were three right in front of your --

12 **MR. ALEXANDROWICZ:** Oh, yeah, like -- yeah.

13 **CHAIRMAN BROWN:** How -- over a period of how
14 long?

15 **MR. ALEXANDROWICZ:** Oh, you mean -- let's see.
16 The big one that I had when I was on vacation, that
17 started the whole series off, and I would say in the
18 last four months we've had the other two.

19 **CHAIRMAN BROWN:** Okay.

20 **MR. ALEXANDROWICZ:** Yeah. The one that
21 actually broke were the ones that were supposed to be
22 fixed. So it's just been one thing after another.

23 **CHAIRMAN BROWN:** Thank you for your testimony.

24 **MR. ALEXANDROWICZ:** Okay. Thank you.

25 **MR. KELLY:** I have a question.

1 **CHAIRMAN BROWN:** Oh, I'm sorry. Mr. Kelly.

2 **MR. KELLY:** You indicated your driveway was
3 damaged as a result of the water main breaks?

4 **MR. ALEXANDROWICZ:** Yes.

5 **MR. KELLY:** Did the utility offer to help pay
6 for any of the repairs?

7 **MR. ALEXANDROWICZ:** I'm glad you asked that.
8 I almost forgot that. The first driveway they put in,
9 they put it in so poorly that when I walked in the
10 house, like -- you know how you have the little stones?
11 I was bringing them in, and I ruined the rug because of
12 that. And it took me three months to get them to put in
13 a new driveway for me, but they did finally put one in.
14 And I had to go and find a contractor who puts in our
15 roads in The Springs community, and now he's working for
16 them because he did such a quality job. Before that
17 they had, you know, the low bidder, I guess. I don't
18 know.

19 **CHAIRMAN BROWN:** Thank you for your testimony.

20 **MR. ALEXANDROWICZ:** Sure. Thank you.

21 **CHAIRMAN BROWN:** Next customer.

22 **MR. KELLY:** After Mr. Hardie is Patricia
23 Scott.

24 **CHAIRMAN BROWN:** Good morning.

25 **MR. HARDIE:** Good morning. And before I begin

1 speaking of water, did anybody try and use the water
2 fountain in the lobby?

3 **CHAIRMAN BROWN:** No.

4 **MR. HARDIE:** It just -- it just kind of
5 trickles out. Maybe Utilities, Inc. can fix that after
6 today's meeting.

7 (Laughter.)

8 Anyway, good morning. My name is Arthur
9 Hardie, (407)718-3688. My address is 158 Holderness
10 Drive, Longwood, Florida 32779.

11 I want to thank the Commission and the counsel
12 for being here, also Utilities, Inc., and the attorney
13 representing us for being here today.

14 As a state -- I think it's important to
15 acknowledge that Utilities, Inc. is a state-sanctioned
16 monopoly. We're sort of held captive to them. And
17 because of that, there's a special relationship between
18 them and the state that should not be abused. And
19 they're heavily governed by the *Florida Administrative*
20 *Code* -- right? -- administrative laws. So for them to
21 get here in this relationship and get to this point
22 where they're filing for a rate increase, the state and
23 Utilities, Inc. already have a very symbiotic
24 relationship. And as a result, we're sort of the
25 outsiders here, and today is the last -- our chance to

1 speak up. So I know by the time things get to the
2 hearing, the decision is already kind of made behind
3 closed doors a lot. Well, I've seen it happen with
4 other things.

5 **CHAIRMAN BROWN:** No.

6 **MR. HARDIE:** So I just want to encourage you
7 to please listen today because they do have a special
8 responsibility, especially in the case where a lot of
9 our rates are going to increase somewhere in the
10 neighborhood of 85 percent, if you're lucky, all the way
11 up to about 109 percent. My bill is already over \$100.
12 This would take it -- I mean, I don't own a farm or
13 anything. I don't know why it's that expensive. But
14 this would take it close to about \$200 for a family of
15 four.

16 So I was wondering why would it go up so
17 suddenly, and there's only a few reasons why. One, some
18 sort of crazy billing error that's been going on for
19 years and they just discovered it. But they tell us
20 that's not what it is.

21 The other one would be some sort of unexpected
22 emergency like a natural disaster or something and they
23 have to fund the recovery effort there.

24 The third effort -- the third reason why this
25 sudden increase would be that they just want more money,

1 and they've made it pretty much clear that's what they
2 want. They want to, let's see, increase salaries and
3 wages. They want to kick off this consolidation effort.

4 So, great, I mean, we all want nice things --
5 right? -- everybody wants nice things, but there's a
6 responsible way of doing it. And if Boeing realized
7 that their airplanes were -- all of the sudden needed
8 quality improvement, I think they would find a
9 responsible way to do it. That's how businesses do
10 things. They take out private loans and they manage
11 their profits over time to pay back.

12 In fact, if you go to Utilities, Inc.'s
13 website, here's some language right off their website,
14 "Today Utilities, Inc. is backed by a private equity
15 owner with extensive capital to fuel the company's
16 continued growth. Utilities, Inc. has long believed
17 that strong financial investment backing is the best
18 approach for the company's solid operational stability."
19 Well, actually it seems like there is -- there is a big
20 rushing sound that's the sound of -- speaking of water,
21 there's a rushing sound of money coming into Utilities,
22 Inc. not using that approach. And on the other end
23 there's a big draining sound, and that's money leaving
24 our pocketbooks. So thanks, and I hope today makes an
25 impact on what happens going forward.

1 **CHAIRMAN BROWN:** Thank you, Mr. Hardie. And I
2 do want to make a clarification, though. We are
3 accepting comments. The record is open. So even after
4 today you can file written comments all the way until
5 conclusion of the hearing, so ...

6 **MR. HARDIE:** Okay. Great. Thanks.

7 **CHAIRMAN BROWN:** Thank you.

8 Next customer.

9 **MR. KELLY:** After Ms. Scott is Ralph Terrero.

10 **MS. SCOTT:** Thank you all for being here to
11 hear us. My name is Patricia Scott, 370 Forest Park
12 Circle, Longwood 32779, (407)869-8592.

13 I appreciate the infrastructure problem. I
14 have rods holding up my spine that affect me, so I do
15 understand when you get old, you need to get propped up.
16 (Laughter.)

17 But there's two people in my family, and our
18 water bill is over \$200 a month. We're retired. We
19 live on an ordinary piece of land. And we have called.
20 We got nowhere. We finally saw someone getting a new
21 water meter. My husband went out and talked to the man
22 putting it in. He checked ours. He did agree we needed
23 a new one because of age or something, so we got a new
24 water meter.

25 We had a plumber come and check the entire

1 house, put new insides in our toilets in case anything
2 leaked. We got a new irrigation timer this month. We
3 didn't need one, it was working, but the irrigation man
4 said maybe one zone failed. So we have a new irrigation
5 timer. We've spent a lot of money, and we still got a
6 bill for \$202 yesterday. The neighbor across the street
7 is paying an average of \$80. So I think there's
8 something wrong, but we can't get any help.

9 The other thing, the pressure is hideous. We
10 don't -- I can't take a shower. We can't do laundry.
11 We can't do anything when the irrigation is on. We live
12 at the top of a hill, so we suffer even worse. It gets
13 worse as it goes up the hill.

14 I'd like to know, has anyone given any thought
15 to Longwood -- we live in unincorporated Longwood --
16 getting reclaimed water since we're putting most of our
17 water down into the aquifer, not into the sewer? Has --
18 is there any thought to reclaim the water? That would
19 be something I would appreciate. Thank you.

20 **CHAIRMAN BROWN:** Ms. Scott, thank you.

21 Just a question about the meter. You got a
22 new water meter. Did you complain to the utility and
23 ask for a new meter?

24 **MS. SCOTT:** Yes.

25 **CHAIRMAN BROWN:** Was the former one faulty?

1 **MS. SCOTT:** That's what the serviceman who had
2 replaced another meter -- apparently -- we've lived
3 there for 31 years. Apparently it was very old.

4 **CHAIRMAN BROWN:** Did you get a refund?

5 **MS. SCOTT:** No.

6 **CHAIRMAN BROWN:** Commissioners, any other
7 questions?

8 Thank you for your testimony.

9 Next customer, please.

10 **MR. KELLY:** After Mr. Terrero is Brian Holmer
11 (phonetic).

12 **CHAIRMAN BROWN:** Good morning.

13 **MR. TERRERO:** Good morning, Madam Chairman,
14 Commissioners.

15 **CHAIRMAN BROWN:** It's nice to see you.

16 **MR. TERRERO:** Nice to see you too. It's been
17 a long time.

18 **CHAIRMAN BROWN:** It's been a long time. Two
19 years.

20 **MR. TERRERO:** Yes. My name is Ralph Terrero.
21 My address is 3304 Dike Road in Winter Park, Florida. I
22 represent Seminole County in this hearing.

23 I have a couple of things that I would like to
24 read and will be submitting the rest of it through the
25 email, if I don't have time to complete them.

1 Seminole County is a customer of Utilities,
2 Inc. of Florida purchasing water and wastewater services
3 from Sanlando Utilities Corporation. The utility staff
4 understand that the utility is requesting an increase in
5 both residential water rates and wastewater rates for
6 the provision of services systemwide. Those increases
7 impact the county as a wholesale customer. Any
8 significant increase in charges to the county may
9 require the county utility to go back to this Commission
10 and seek authorization to increase rates to its
11 customers to recover the increases imposed by the PSC.
12 Unfortunately, the county does not have a statutory
13 provision such as Section 367.081(4)(b), *Florida*
14 *Statutes*, that allows passthrough of rate increases.
15 The county can seek the passthrough of additional cost
16 of services without undertaking the same level of public
17 participation of notices and hearings to get that
18 authority. Absent that, we would have to absorb the
19 increased costs and have other ratepayers subsidize
20 those receiving service through Sanlando.

21 The rate increase for wastewater service for
22 Sanlando will cause significant rate shock to the county
23 by increasing its cost approximately \$216,000 annually
24 based on historic billings. It appears in the filing of
25 Utilities that it intends to seek a consolidated rate

1 for all separate utilities in applying those rates.

2 We would like to see a cap band approach. And
3 if we go to a cap band approach, we would like to see
4 regulatory filings for it and we would like to
5 participate on that.

6 Saying that, I will -- we will submit the
7 information and we'll go from there. I can't read fast
8 enough to -- for what I have to say.

9 **CHAIRMAN BROWN:** Well, Mr. Terrero, I would
10 love to mark that as an exhibit, and if you're willing
11 to submit that today.

12 **MR. TERRERO:** Sure.

13 **CHAIRMAN BROWN:** Okay. We're going to go
14 ahead and mark it as Exhibit 20 on our exhibit list, and
15 that's Terrero --

16 **MR. TERRERO:** Seminole County.

17 **CHAIRMAN BROWN:** Terrero - Seminole County
18 Written Comments.

19 **MR. TERRERO:** Correct.

20 **CHAIRMAN BROWN:** All right.

21 (Exhibit 20 marked for identification.)

22 **MR. TERRERO:** Thank you very much.

23 **CHAIRMAN BROWN:** Thank you.

24 **MR. TERRERO:** Nice to see you.

25 **CHAIRMAN BROWN:** Thank you. And we'll have

1 our staff member take a copy of that. Thank you so
2 much. Nice to see you.

3 Next.

4 **MR. KELLY:** After Mr. Holmer (phonetic) is
5 Deana Schott.

6 **CHAIRMAN BROWN:** Good morning.

7 **MR. HOLMES:** Good morning. My name is
8 actually Brian Holmes. The address is 2371 Westwood
9 Drive, Longwood, Florida 32779. Phone number,
10 (407)580-0474.

11 Thank you, Commission. I'd also like to thank
12 Mr. Kelly with the Office of Public Counsel to ensure
13 that we actually went straight to a hearing instead of
14 this going through the PAA, saving the people behind me
15 and myself the additional expense of this first going as
16 a PAA and then being forced into a hearing, thereby
17 spending a whole lot of extra time for the Commission,
18 for the company, for us, because we all end up paying
19 for that.

20 Mr. Hoy, I have a question for you of the
21 number of customers in the Sanlando water system there.
22 I don't know if you have that off the top of your head.

23 **CHAIRMAN BROWN:** That's not Mr. Hoy.

24 **MR. HOLMES:** Oh. Representative from
25 Utilities, Inc., do you happen to know the number of

1 customers specifically in Sanlando?

2 **CHAIRMAN BROWN:** Mr. Holmes, we'll provide
3 information as soon as you're done with the comments to
4 us.

5 **MR. HOLMES:** Very good. The return of
6 investment on equity only, 10.4 percent, that's pretty
7 hefty. I think all senior citizens would love to see
8 something more than about 1 percent on a savings
9 account, maybe 2.2 percent on, you know, some of their
10 fixed income investment. Your 7.75 percent after equity
11 and investment, that is also pretty high.

12 The 109 percent increase is the calculation
13 I've come up with on the latest water bill. Looking at
14 my notes here, it looks like Sanlando is going to be
15 about one-third of your expenditure. \$9.14 million on
16 expenditures in Sanlando. The overall rate request is
17 for about \$30 million, I believe was the number.
18 Sanlando is going to be paying about 33.8 percent of the
19 anticipated additional revenue that's generated from the
20 rate request. I think that's a pretty big number for
21 most residences. Yeah, it makes me nervous to be up
22 here.

23 **CHAIRMAN BROWN:** You're doing great.

24 **MR. HOLMES:** I do ask that the Commission
25 please do not rubber stamp this request. The senior

1 citizens who are on fixed incomes, the low-income
2 families, senior citizens, yeah, the .3 percent that you
3 never saw in social security. My mom, her -- one of her
4 prescriptions went from 180 bucks to almost 400 bucks.
5 So it's not just water rates that are being pushed up
6 and then forcing the senior citizens to make some very
7 tough choices on what they can afford to spend. Is it
8 food? Is it housing? Is it electricity? Is it water?
9 This is one more monumental increase that they're faced
10 with, and I sure hope that the Commission will take that
11 into consideration. Thank you very much for your time.

12 **CHAIRMAN BROWN:** Thank you, Mr. Holmes. And
13 I'd ask the Utilities, Inc. of Florida customer service
14 representative to get with you to answer some of those
15 questions.

16 **MR. HOLMES:** Thank you, Commissioner.

17 **CHAIRMAN BROWN:** All right. Next customer,
18 please.

19 **MR. KELLY:** After Ms. Schott is Bill Longmire.

20 **CHAIRMAN BROWN:** Good morning.

21 **MS. SCHOTT:** Good morning, and thank you for
22 hearing us, Commission. My name is Deana Schott. My
23 address is 2056 Hutton Point, Longwood, Florida 32779.
24 My phone number is (321)217-0017.

25 And I want to say that I'm very proud of my

1 fellow neighbors and the things that they've said here
2 today, which has really changed my written speech. So
3 it will be a much quicker version.

4 The first thing I want to say is that in
5 looking at Utilities, Inc. as a company and looking
6 further into, as other people have said, the fact that
7 since 2012 they are no longer a United States-based
8 company, they are really based out of Canada, and the
9 Chicago people just do the business here in the U.S.,
10 and so as a corporation, I find that hard to handle that
11 our resources, a monopolized company are -- the profits
12 are not staying here. So that offends me.

13 The other thing is I feel like the notice was
14 not properly done. And according to Section 286.011 of
15 the Government in Sunshine laws, we all should have
16 gotten better notice.

17 And then -- oh, and one of the reasons for
18 raising the rates was regarding EPA regulations. Well,
19 under current United States administration, I don't
20 believe the EPA is going to have the same kind of teeth,
21 and, therefore, I think that greatly diminishes the
22 impact of the EPA on the requested funds.

23 Let me go to -- well, one more point. I am
24 very much against the very broad joining together of all
25 these various regional water groups. I know it is more

1 convenient. And if it were to come across as a savings,
2 that would be great, but I don't see that happening.

3 And on a personal level, two people in my
4 house. I have a water filter on the fridge. I use
5 additives in my dishwasher. We experienced a water main
6 break, and the only person who told me was my neighbor.
7 We heard about it on Nextdoor. I have bricks in my
8 toilet to keep the water level, I have the most water
9 saving, and still I have problems with my appliances,
10 you know, with water buildup. And I cannot drink my
11 water and my water pressure is low. So based on all
12 that, I am very reticent to be encouraging this kind of
13 profit level when I don't ever make above 1 percent if
14 it's not in the stock market. So you know what I'm
15 saying? Fair is fair, and the constituents, who are the
16 consumers of this money, we -- of these utilities, they
17 need to respect our right.

18 **CHAIRMAN BROWN:** Thank you for your testimony.
19 Just a question about the water main break. Do you
20 remember the date that it occurred?

21 **MS. SCHOTT:** It was in January.

22 **CHAIRMAN BROWN:** Of this year?

23 **MS. SCHOTT:** Yeah.

24 **CHAIRMAN BROWN:** And you didn't get a boil
25 water notice?

1 **MS. SCHOTT:** After, you know, we came home and
2 there was no water and it was three or four hours. And
3 there's an app called Nextdoor, and one of my neighbors
4 put it out there. And that's the only reason I knew
5 there -- I was not contacted.

6 **CHAIRMAN BROWN:** Thank you.

7 Commissioners, any follow-up questions? No?
8 Thank you for your testimony.

9 **MS. SCHOTT:** Thank you.

10 **CHAIRMAN BROWN:** Next customer, please.

11 **MR. KELLY:** After Mr. Longmire is Win Adams.

12 **CHAIRMAN BROWN:** Good morning.

13 **MR. LONGMIRE:** Thank you, and it's a pleasure
14 to be here today. What is amazing to me is the turnout,
15 and it tells me one thing.

16 **CHAIRMAN BROWN:** Could you -- I'm sorry --
17 state your name and address?

18 **MR. LONGMIRE:** I'm sorry. My name is Robert
19 Longmire. I go by Bill. I'm at 302 Cambridge Drive,
20 Longwood, Florida 32779. My phone number is
21 (407)808-2440.

22 Before I came to this meeting, I was very
23 emotional. I'm even more emotional now after hearing
24 the comments. I don't have to say many more things
25 because everything that just about was said is ditto.

1 There's people that are upset and very mad. We're
2 dealing with a monopoly here, and we're hoping the
3 Public Service Commission will keep control over that.

4 I understand infrastructure changes. I think
5 there's ways to float a bond issue or take private
6 funding and pay for these things, and then spread the
7 cost of our increases over five years, ten years,
8 whatever. But to put this -- to put this on seniors
9 when this takes about 12 percent out of my social
10 security, how am I supposed to recover from that? Tell
11 me.

12 I called it -- I called Utilities, Inc. just a
13 couple of days ago and asked them about what can we do
14 to use reclaimed water? I can't get an answer. I know
15 the golf course that we're on, I know that the
16 maintenance in Wekiva has reclaimed water. If the
17 houses have reclaimed water, we could cut our water bill
18 probably down by a third.

19 Also I asked, "What about putting in a second
20 meter on the same line? One feeding the house, one
21 feeding my sprinklers." I couldn't get a correct answer
22 from Utilities, Inc. "We'll send you out some
23 information." So that concerns me.

24 We're trying to conserve, and we've got a
25 monopoly trying to feed their pockets all the way up to

1 Illinois and Canada. So that's my concern. I've been
2 in Wekiva for 39 years. I'm 71 years old. We're a
3 two-person household. My bill is about \$70 a month this
4 month, which is very low for us. And I cannot imagine
5 going up to 140, 150 every month, and maybe 300 during
6 the summer. We can't afford it, and I know the people
7 in this room feel the same way.

8 **CHAIRMAN BROWN:** Thank you, sir. About the
9 second meter, you absolutely should be able to do that.
10 And I would ask the Utilities Inc. of Florida customer
11 service representatives to reach out to you today and to
12 work that out.

13 **MR. LONGMIRE:** Thank you.

14 **CHAIRMAN BROWN:** Commissioners, any questions?

15 **MR. LONGMIRE:** I appreciate your time.

16 **CHAIRMAN BROWN:** Thank you.

17 Next customer.

18 **MR. KELLY:** After Mr. Adams is Alma Sue
19 Jordan.

20 **MR. ADAMS:** Good afternoon -- or it's still
21 morning, I guess. Anyways, my name is Win Adams, and I
22 live at 646 Fellowship Drive, Fern Park, Florida 32730.
23 I'm also a former Seminole County commissioner, but of
24 more importance, I was an efficiency expert in
25 manufacturing in industrial engineering and cost

1 accounting.

2 I have a question for you. In the auto
3 industry in which I worked, and I also worked in the
4 chemical industry, Ford Motor Company owns Ford Motor
5 and also Lincoln. Are they the same price? Because
6 this is exactly what this company is asking for. A more
7 extreme one is General Motors. Look at how many
8 different auto and truck clients they have. Is it all
9 one price? No. It's based upon delivery.

10 Another thing with regards to capital
11 improvements and so forth, which I have to know -- I was
12 an expert in it. And if you want to know, I was a
13 disciple of Charles T. Horngren. That's where you learn
14 where my philosophy is coming from. Is the problem with
15 the updating of the sewer system or is it the water
16 system? If it's the sewer system, is it because it was
17 iron pipes, and how do they plan on fixing it? Do they
18 plan on tearing up everything, or can they put sleeves
19 in it? These are the types of questions that need to be
20 asked, because as a certified senior advisor, I'm tired
21 of seeing senior citizens get screwed. And something
22 can be done about it.

23 I have a writeup which I would like to hand
24 in, which you'll see is trust verified. This will
25 verify some of the information that I'm giving you. But

1 you cannot afford to let this type of average cost or
2 average price go across because it doesn't work that
3 way. These people are guaranteed a specific return on
4 investment. Based upon the current economic conditions,
5 should we take a look at that rate that they're
6 presently getting? Because with interest rates so low,
7 how can you justify -- what is it, 10-plus now they're
8 getting as a guaranteed return on investment? That's
9 insane in this market. These are the things that need
10 to be looked at. There has to be an increase to them if
11 cost of living goes up, but there should also be a
12 decrease to level it out to make more sense. Thank you
13 for your time.

14 **CHAIRMAN BROWN:** Thank you for your time.
15 We're going to go ahead and mark that as an exhibit.
16 Exhibit 21. Oh, thank you. If you would hand it to the
17 clerk. We're going to go ahead and label that Adams
18 Comments.

19 (Exhibit 21 marked for identification.)

20 All right. And with that, next customer,
21 please. And that's Exhibit 21.

22 **MR. KELLY:** After Ms. Jordan is Fred -- is it
23 Salivia?

24 **MS. JORDAN:** Good morning.

25 **CHAIRMAN BROWN:** Good morning.

1 **MS. JORDAN:** Thank you for having us. I want
2 to say -- my name, first, is Alma Sue Jordan, 229
3 Littlehampton Close, Longwood 32779.

4 I want to say to the water company, we have
5 excellent water, we have good water to drink, we have
6 good water pressure. I live in Wekiva Cove. We have
7 323 residents there. Another twist to my concern is we
8 pay HOA dues to Wekiva Cove of somewhere just under
9 \$1,000 a year. The water bill for our community in
10 watering common area is \$400 a month. You double that
11 and what does it do to my dues? We now have the
12 trickle-down theory.

13 Also we have to pay dues for a big hunt club,
14 which is underneath the -- in addition to the dues that
15 we're paying for the HOA. So now we're looking at
16 additional fees that not only do you want to charge me
17 personally, but you're going to charge the HOA companies
18 and the users of the water. While I understand that, I
19 can't afford that. I'm 75 years old. I don't think
20 it's fair the way you have come up with the averaging
21 and the takeover. I think you need to really look at
22 what these folks have offered you. You have tax
23 accountants. You have engineers.

24 We bought in Wekiva Cove because my husband is
25 an architect and we verified the site very closely. We

1 know that it's a good community. We paid our price when
2 we bought in there. You people had apparently done a
3 good job in setting it up, or the company before you.

4 So those are my concerns: Not only the
5 increase to our household personally, but the indirect
6 expense. A lot of these folks probably have not thought
7 about your dues coming up. Especially The Springs,
8 you'll really be hit big. Thank you.

9 **CHAIRMAN BROWN:** Thank you, Ms. Jordan.

10 Next customer, please.

11 **MR. KELLY:** After Mr. Salivia is Thomas Sacher
12 or Sacher.

13 **CHAIRMAN BROWN:** Good morning.

14 **MR. SALIVIA:** Good morning. My name is Fred
15 Salivia. I live at 306 North Sweetwater Boulevard in
16 Longwood. My phone number is (407)781-9301.

17 First of all, I'd like to thank Mr. Kelly.
18 You have no idea, sir, how much we appreciate your
19 service.

20 I have four points to bring to the Commission.
21 First of all, if you notice, on the retained -- I'm
22 sorry, the profitability, someone mentioned 10 percent,
23 which is, you know, pretty high by today's standards.
24 Where in accountability of any corporation do you not
25 hold back a portion called retained earnings for the

1 purpose of maintenance and improvements, restructuring,
2 replacement, and then the rest of it, apply it towards
3 your investors, which is the profit they make or they
4 earn? So I please request the Commission to not allow
5 any increase and to request that the existing profits
6 that are being used, at least 50 percent, if not more,
7 be held back as retained earnings by the corporation in
8 order to finance any improvements.

9 My second point is how many customers have
10 meters not reflecting true usage? I personally know of
11 one person in my neighborhood that had a broken meter
12 for more than a year and a half and only paid the
13 minimum, I mean, the very minimum for their water usage
14 and wastewater. With today's technology, there's no
15 excuse that Utilities, Inc. cannot see that there is an
16 issue where everybody else in the area that's using X
17 amount of volume of water, gallons of water, and here we
18 have several customers that are hardly using any water.
19 Duh. There is a problem that needs to be addressed.
20 Well, the not addressing it is negligent and
21 irresponsible, and they should be held accountable to
22 that instead of asking for increases to offset their
23 costs.

24 The third point is a utility should offer a
25 service that can be duplicated by each user at the same

1 cost. In other words, value.

2 I request that our state and county
3 representatives bring back competition, which is the
4 only way to control prices. Please allow homeowners the
5 right to convert to septic tanks and water wells.
6 Competition will keep prices in line and not the
7 Commission. Thank you so much.

8 **CHAIRMAN BROWN:** Thank you for your testimony.

9 Next customer, please.

10 **MR. KELLY:** After Mr. Sacher is Judy Woodward.

11 **MR. SACHER:** Good morning.

12 **CHAIRMAN BROWN:** Good morning.

13 **MR. SACHER:** My name is Tom Sacher. Address
14 is 202 Slade Drive, Longwood, Florida 32750. Phone is
15 (305)781-5409.

16 From the history I've read in the paper that
17 recently, I guess, Sanlando over the years, and I call
18 it Sanlando, it's Seminole County, and Seminole
19 County/Sanlando is my provider under Utilities, Inc.,
20 they merged a number of companies into one entity and
21 state that the rates vary across those entities. Of
22 course, the rates were set by the individual
23 subsidiaries. My point there would be that Utilities,
24 Inc. knew exactly what the rates were when they acquired
25 these companies. And if they did their due diligence,

1 they would know what condition their infrastructure was
2 in. I believe some of these utilities would run more
3 efficiently than others.

4 Sanlando has asked for a systemwide overall
5 rate of return on equity of 10.4 percent, which was
6 already mentioned several times before. I don't know
7 any of us in this room that could brag on a return on
8 equity of that kind of investment.

9 The -- Sanlando, in my opinion, again,
10 Utilities Inc. is asking the Sanlando users here,
11 Seminole County/Sanlando, to basically subsidize the
12 smaller, possibly inefficient, possibly mismanaged
13 subsidiaries by agreeing to a one-price-fits-all scheme.
14 Again, that was mentioned before earlier. I do not
15 think one price fits all. In some of these rural
16 counties I mentioned, it's more expensive to draw water
17 for a home than it is in a well-established community
18 that's built out -- although I don't live in Wekiva
19 today, I did for about fifteen years -- as some of the
20 other speakers mentioned this morning, so it's a compact
21 utility.

22 I would say if this rate -- and I believe this
23 is an unconscionable rate increase. If this were
24 allowed, then basically we are going to see our rates
25 double in order to subsidize their other investments in

1 other utility companies.

2 As was mentioned before, we do look for the
3 PSC and the Office of Public Counsel to protect us from
4 unreasonable rate increases. These are utilities that
5 have a monopoly. We can't go shopping. If a department
6 store raised their prices 85 or 100 percent, we would
7 not be there and their doors would be closed. So,
8 please -- and I respectfully ask that you reject this
9 rate increase.

10 **CHAIRMAN BROWN:** Thank you, Mr. Sacher. And I
11 appreciate your comments.

12 Mr. Kelly, I would like to take a customer out
13 of order. There is a very patient little girl running
14 around there, and I would like to ask -- give her a
15 break and ask her parent who is here today to come on up
16 and be taken out of order, if you'd like to speak.

17 Yes, sir.

18 **MR. DUNFEE:** Hello, neighbors.

19 (Laughter.)

20 **CHAIRMAN BROWN:** Your child has been very
21 patient.

22 **MR. DUNFEE:** She's awesome. She's always very
23 patient. She's not happy about the rate increase, but
24 she's --

25 (Laughter.)

1 **MR. DUNFEE:** My name is Ron Dunfee. I live at
2 234 Duncan Trail, Longwood, Florida 32779. My phone
3 number is (407)766-2705.

4 We haven't lived here very long. We bought --
5 purchased this house in June. We moved here from the
6 Oviedo area, had Seminole County water. We were always
7 very pleased with Seminole County water.

8 After moving in this house October, November,
9 we had a \$160 water bill. That was, in part, due to our
10 sprinkler system. After purchasing the house, we were
11 doing repairs, and I started investigating the sprinkler
12 system. We had an indexing valve. It was an old
13 system. It was a mechanical timer. Since then, we've
14 been working to replace it and repairing breaks in the
15 yard. So I understand system upgrades and repair and
16 that things fall into -- that need to be done.

17 I don't necessarily agree that -- other
18 gentlemen and other ladies have mentioned -- that we
19 need to carry the burden because Utilities Inc. or
20 whichever company was here prior to -- my understanding
21 is this was one corporation underneath the larger
22 corporation of Utilities, Inc. And if I'm mistaken,
23 then I'm mistaken. But at some point, this place was
24 mismanaged, systems weren't repaired, people have had
25 water main breaks. Now all of the sudden it's we --

1 we're bringing this under one roof. So now we're
2 responsible for everybody, so let's make an effort to
3 fix it, but we're going to pass it on to the individual
4 homeowners for our area. I don't agree with it. I
5 don't think it's fair.

6 I don't claim to be crunching numbers and
7 doing those things. I'm a firefighter. I'm on a fixed
8 income. I make X amount of dollars a year. We rely on
9 the citizens to provide us with raises. And if they
10 don't feel it's right, then they go to their county
11 commission, they argue for us, they argue for
12 themselves, and we find a middle ground. That's what I
13 want. I want a middle ground.

14 That being said, there's really not much left
15 to say. I ask that the Commission take care of us and
16 the citizens, because obviously your jobs rely on us and
17 we rely on you. That's it.

18 **CHAIRMAN BROWN:** Thank you. Thank you,
19 Mr. Dunfee, and thank you for your service as well.

20 **MR. DUNFEE:** Thank you. Have a great day.

21 **CHAIRMAN BROWN:** Thank you.

22 Next customer, please, in order.

23 **MR. KELLY:** Judy Woodward will be followed by
24 Dennis Ural.

25 **CHAIRMAN BROWN:** Good morning, and thank you.

1 **MS. WOODWARD:** Good morning. My name is Judy
2 Woodward. I live at 12 --

3 **AUDIENCE SPEAKER:** You need to talk into the
4 microphone.

5 **CHAIRMAN BROWN:** There you go. Thank you.

6 **MS. WOODWARD:** Good morning. My name is Judy
7 Woodward. I live at 1218 Sunshine Tree Boulevard in
8 Longwood, Florida 32779. My phone is (407)682-5602.
9 I'm a customer of Seminole/Sanlando. And I'm here, as
10 everybody else has spoken so far, in a position of both
11 a rate increase and the consolidation of the rates.

12 The increase would make our bill skyrocket,
13 ranging from 131 percent for the 5,000-gallon example
14 that was in your handouts to 71 percent for someone who
15 uses 70,000 gallons. This would place an unbearable
16 hardship on all of the customers.

17 I've been a resident of the same address and a
18 customer of Seminole Utilities, Utilities, Incorporated
19 for 30 years. I've seen a lot of history with this
20 utility. The utility has done nothing but request
21 astronomical rate increases for the past ten years. How
22 can residents be expected to keep swallowing these huge
23 increases? Their first increase of over 100 percent was
24 back in 2007. The total rate increase over the last 30
25 years, this is cumulative over the last 30 years for

1 this utility, using an average cost per gallon has been
2 between 367 percent and 467 percent based on my bills
3 and my usage. Only 27 percent to 33 percent of that
4 occurred in my first 20 years under Sanlando Utilities.
5 That's ridiculous, absolutely ridiculous.

6 If this increase were to be approved, the
7 percentage would increase cumulatively for the last 30
8 years to 738 to 870 percent. I mean, that's even
9 unfathomable to me. This is absurd, insane, and
10 ludicrous. And I did submit this to you all yesterday.
11 I have attachments that are photocopies of my bills that
12 substantiate the calculations for all of these
13 percentages.

14 Furthermore, the consolidation into a uniform
15 rate structure across all of our utility holdings and
16 the state must be denied. We in Seminole/Sanlando
17 should not be expected to pick up the tab for utility
18 districts in other areas of our state. You cannot pour
19 us all into one barrel. The factors surrounding our
20 water supply, treatment, and delivery are not all the
21 same. Based on my research, I would like to list some
22 of the factors I have found that can directly contribute
23 to and justify disparity in the water utility rates.

24 First, the water and quality of water;
25 treatment requirements for the water; type of

1 infrastructure used and replacement costs; density of
2 the population serviced; improvements required to meet
3 regulatory requirements; decreased water consumption
4 based on appliances, irrigation --

5 **CHAIRMAN BROWN:** Ms. Woodward, your -- thank
6 you. Your time has expired. Could you wrap it up,
7 please, or would you like to provide those written
8 comments as an exhibit?

9 **MS. WOODWARD:** You already have them.

10 **CHAIRMAN BROWN:** Okay. Thank you for your
11 testimony.

12 Commissioners, any questions?

13 Seeing none, thank you.

14 Next customer, please.

15 **MR. KELLY:** After Mr. Ural is -- is it Maria
16 (phonetic) Knuckey?

17 **CHAIRMAN BROWN:** Good morning.

18 **MR. URAL:** Hello. Good morning. My name is
19 Dennis Ural, 423 River Isle Court, Longwood, Florida
20 32779, (407)869-5229.

21 We live in a real economy, so people are used
22 to raises in their daily life. Everything goes up,
23 that's understandable, but not as sharp, not as quick,
24 and not as devastating as this one.

25 As people have expressed, the low income,

1 moderate income, fixed income, all these are affected.
2 And living in an economy also, one of the basic
3 fundamentals is competition. We don't have any
4 competition with Utilities, Inc.

5 The infrastructure explanation by Utilities,
6 Inc. did not really satisfy me, and I think I'm not
7 alone. And also I don't think that we should be
8 responsible how to manage their business more feasibly.
9 It's their duty, and I guess they don't feel they are
10 paid well enough.

11 So the long letter of rate increases was very
12 confusing to many people. Also I have had -- I'm
13 involved in many of the neighborhood blogs. Many people
14 have complained that they have not received. And, of
15 course, it's not -- doesn't come by registered mail, so
16 you don't know who to believe too.

17 So I think the rates are too high. It's going
18 to double or maybe more in many instances for many
19 people, and it's not fair, and maybe it may not be
20 affordable after all. Thank you.

21 **CHAIRMAN BROWN:** Thank you for your testimony.

22 **MR. URAL:** Thank you.

23 **CHAIRMAN BROWN:** Commissioners, any questions?

24 Thank you.

25 Next customer, please.

1 **MR. KELLY:** Is it -- I said -- is it Mara
2 (phonetic) or -- thank you.

3 **CHAIRMAN BROWN:** She's coming.

4 **MR. KELLY:** Followed by Chuck Scales.

5 **MS. KNUCKEY:** I'm used -- yeah, I'm used to
6 this.

7 **MR. KELLY:** I apologize.

8 **MS. KNUCKEY:** That's okay.

9 **CHAIRMAN BROWN:** Good morning.

10 **MS. KNUCKEY:** Good morning. My name is Maia
11 Knuckey, and I live at 310 West Hornbeam Drive,
12 Longwood, Florida 32779, (407)788-6138.

13 Just a couple of areas that I wanted to
14 address is in our area, our water quality has very high
15 chlorine, the calcium is very high, and in our home we
16 cannot drink it or use the water without using a
17 filtration system. We have high -- all high-efficiency
18 appliances that we have put into our home. We also
19 conserve water on a daily basis. I have two boys, so
20 they're not really big into taking showers. So that's a
21 good thing. But my water bills still run about \$120 a
22 month. And so looking at this, it will double. This
23 will not only be a burden to my family, but I also have
24 elderly parents that are on a fixed income. So this is
25 going to be an issue that they're going to have to deal

1 with to try and make their bills.

2 We've also had several water main breaks in
3 our neighborhood, and so my biggest issue that I really
4 want to address is the infrastructure. And this request
5 is going to drastically increase our costs. I don't
6 mind paying my fair share, but this is excessive by any
7 measure. I feel why should we, as customers, have to
8 carry the burden for a business's decision to purchase
9 a utility, companies that are not providing sufficient
10 revenue to operate and to invest in their
11 infrastructure? I feel that Utilities, Inc. wants to
12 pass the cost on to us as consumers. Why should we
13 assume such a large cost of your doing business? Where
14 have the capital improvements funds gone to from the
15 previous companies? This is something that needs to be
16 looked at. Capital improvement funds are set aside, all
17 businesses set aside to make changes into their
18 infrastructure. So that's all I have to say. Thank you
19 very much for being here, and we appreciate it.

20 **CHAIRMAN BROWN:** Thank you for your testimony.

21 Next customer, please.

22 **MR. KELLY:** After Mr. Scales is Neal Ekengren.

23 **MR. SCALES:** Hello. I'm John C. Scales. I
24 live at 900 Crooked Oak Court, Longwood, Florida 32779.
25 My phone number is (321)279-2916. I'm also president of

1 the board of directors of Sweetwater Oaks. The address
2 there is 810 Fox Valley Drive, Longwood, Florida 32779.
3 Phone number, (407)862-5606.

4 Most of the things I wrote down to talk about
5 were addressed by previous people. Now the idea of
6 consolidation, most companies consolidate in order to
7 reduce cost. That's competently run companies. Now if
8 you consolidate and the consolidation results in you
9 having to increase your prices, there's little point in
10 consolidation. It just -- that does not make any sense.

11 And I hope the Commission here will take into
12 account that there is a way of getting what you want by
13 asking for the moon. To me, they're asking for an
14 astronomical amount of increase, and I suspect they're
15 hoping to get what they really want. Right?

16 As one person mentioned, this is a monopoly.
17 If we want water, we have to get it from them. I see
18 Commissioner Constantine has left, but I was going to
19 ask him if he would streamline a process to where we can
20 install septic tanks and drill a well, you know. I've
21 -- I've owned property around the county. I've put in
22 septic tanks. I know how it's done. I know how to do
23 it up to code. You know, we can drill wells. But
24 unfortunately there's a movement afoot to get rid of all
25 septic tanks, and I'm just concerned that not only the

1 utility companies are behind that, but -- you know, to
2 get rid of the competition. And after the
3 infrastructure is improved, are our rates going to go
4 down? I doubt it.

5 The last thing I want to say is that I didn't
6 know about this till about a week ago. A citizen in our
7 community brought it to everybody's attention. And
8 whenever I started thinking about it, the term
9 "carpetbaggers" came to mind. That -- one of the
10 definitions of a carpetbagger is an opportunist who
11 exploits -- or opportunism and exploitation by
12 outsiders. And I'd just like to -- now that I know that
13 the parent company is in Canada, I'd just like to say
14 "Carpetbaggers, eh."

15 **CHAIRMAN BROWN:** Thank you. Thank you, sir.

16 (Applause and laughter.)

17 Mr. Scales, just a quick question for you,
18 sir. You're president of the board -- if you could come
19 back to the mike. You're president of the board of
20 directors of Sweetwater Oaks. Can you tell me how many
21 homes are in there?

22 **MR. SCALES:** 1,394.

23 **CHAIRMAN BROWN:** Thank you.

24 Commissioners, any questions?

25 Thanks.

1 Next customer, please.

2 **MR. KELLY:** Is it Neal Ekengren?

3 **CHAIRMAN BROWN:** Neal Ekengren.

4 **MR. KELLY:** E-k-e-n-g-r-e-n.

5 (No response.)

6 Greg Taylor.

7 **CHAIRMAN BROWN:** He's coming.

8 **MR. KELLY:** Followed by -- is it Luis Pasquez?

9 **CHAIRMAN BROWN:** Good morning, Mr. Taylor.

10 **MR. TAYLOR:** Good morning. My name is -- I
11 usually don't even need a microphone, so I apologize to
12 everyone back here. My name is Greg Taylor, 313 Raven
13 Rock Lane in Longwood, Florida 32750, (407)907-8087.

14 Thank you all for being here. Thank you for
15 being here, because getting yelled at for three hours
16 from us is probably not very fun. I am a licensed
17 professional engineer in the state of Florida. I design
18 water and wastewater plants. This is what I do:
19 Distribution systems, pipelines. So I just say that
20 because I know what I'm talking about. I don't work for
21 Utilities, Inc. I have never worked for them.

22 But to have a statewide consolidated rate is
23 ridiculous just in the concept, specifically because
24 treatment over here, treatment over there, in different
25 areas is very different. I grew up in St. Petersburg,

1 Pinellas County. Their water rate is about 2.25 a
2 thousand. The rate here is they want to do \$2 a gallon.
3 What they do here for treatment is pump water out of the
4 ground, chlorinate it, and send it out. That's it. I
5 can do that at home. They don't even run it through a
6 filter. Seminole County does more than that and charges
7 less. They use ozone, they use graded activated carbon
8 essentially for its system, and they don't even charge
9 that much. It is a ridiculous rate. The wastewater
10 rate, that's even higher than everywhere else.

11 I know I posted on Nextdoor what the
12 comparison of rates for everyone else in the state of
13 Florida are. These would be over by over 50 percent.
14 But anyone else comparable would be -- I don't care if
15 it's Winter Park, Apopka, OUC, Orange County, Seminole
16 County. It's huge, and that's just not sustainable for
17 everybody around here.

18 Heck, I used to work for Orlando Utilities
19 Commission. I've been in front of the PSC before. And
20 definitely 60,000 people is not the largest utility
21 regulated by the PSC, even within, you know, earshot of
22 me right now. So to have that statement, really it
23 doesn't work.

24 What this will impact is -- I can afford it.
25 I know a lot of people can't. I'm also the Sleepy

1 Hollow, which is a residential neighborhood over by I-4
2 and 434, I'm the HOA president. Sixty-three homes, by
3 the way. There you go. And also they -- and there's
4 also there's the addition, which is actually in the City
5 of Longwood, which is about another hundred and
6 something homes. A lot of them are on fixed incomes,
7 social security, which you've heard here, so I won't go
8 into that. But it is important. I just want to stress
9 that, but I won't dive into it. And they've all had
10 concerns, they've all come to me. And I get phone calls
11 in the middle of the night. I'm only 35 and I get these
12 phone calls.

13 So, but I really urge you to look at it. If
14 you want a third party to look at it and go through
15 their projects, I would love to see their projects. I
16 could not find that anywhere on the map or even in the
17 docket number to get that information. I would love
18 that information. If it could be provided to me, I
19 would love to go through every project they have, look
20 for necessity, cost, and where it's spread out. Because
21 I did some math. I did a lot of math. I'm an engineer.
22 We use spreadsheets. They're going to up our rates so
23 much we're going to provide 33 percent roughly of the
24 increase in cost and get about 2 percent of the benefit,
25 and I'm not going to get any better water quality.

1 Thank you. Two seconds.

2 **CHAIRMAN BROWN:** Thank you, Mr. Taylor. Very
3 enlightening information too. Question for you about
4 Sleepy Hollow. How is the water quality in that area?

5 **MR. TAYLOR:** The water quality here has a lot
6 -- I'm trying to put this in layman's terms -- has a lot
7 of sulfides in it, so they chlorinate it. In my
8 neighborhood, the water pressure for me is fine. I have
9 heard complaints about that. The water quality, like I
10 said, they just add chlorine to it. When you do that
11 and you put it in a home that has a hot water
12 especially, it turns back into sulfides, so you get that
13 rotten egg smell. I have a whole house filtration
14 system. But I do irrigate, so I know what it is. I
15 know a lot of what my neighbors have. Is it acceptable
16 and within limits? I think they only had one MCL
17 violation, actual violation in the last year, which is
18 fine. Is it great water? No, not compared to what you
19 get pretty much surrounding us anywhere else where they
20 run them through those and they run them through GAC and
21 they have -- and they have a very similar quality. I
22 mean, literally there's wells two miles away that have
23 to do further treatment and it costs less. And I know
24 there's economies of scale and all of that and I know
25 that has to be taken into account, but this is just --

1 **CHAIRMAN BROWN:** I appreciate that. Thank
2 you, Mr. Taylor.

3 **MR. TAYLOR:** Thank you.

4 **CHAIRMAN BROWN:** All right. We are at the
5 halfway mark right now -- I know, I'm sorry -- but our
6 court reporter needs to take a break. It's 11:20. We
7 have about 25 more customers to go. So let's take a --
8 about a ten-minute break. We'll be back here at 11:30.
9 Thank you.

10 (Recess taken.)

11 Mr. Kelly is in the room and we are
12 reconvening the service hearing at this time, and we are
13 on our 22nd customer. But before we do that, I know
14 some folks want to speak and they may have not been
15 sworn in. I want to double check. If you'd like to
16 present live testimony today before us and you have not
17 been sworn in, please raise your hand.

18 All right. If you could stand, please, and
19 raise your right hand with me if you plan on speaking.
20 Thank you. Again, whoever plans on speaking, I know
21 folks are coming in here, if you plan on speaking today,
22 you need to be sworn in, please.

23 Raise your right hand and repeat after me --
24 or do you swear or affirm to provide the truth in this
25 proceeding?

1 **AUDIENCE SPEAKER:** I do swear and affirm to
2 provide the truth.

3 **CHAIRMAN BROWN:** No, no, no. I didn't mean
4 the "repeat."

5 **AUDIENCE SPEAKER:** Just say, "Yes, I do.
6 Yes."

7 **CHAIRMAN BROWN:** I didn't mean that.

8 (Laughter.)

9 Oops. Thank you. Please be seated.

10 All right. We're on our next customer,
11 Mr. Kelly.

12 **MR. KELLY:** And I apologize, is it Luis? Is
13 it Pacquez (phonetic), Pacvez (phonetic)?

14 (No response.)

15 All right. Jim Berko, followed by Andrew
16 Gross.

17 **CHAIRMAN BROWN:** Good morning.

18 **MR. BERKO:** Good morning. My name is Jim
19 Berko, 1814 Crowley Circle, Longwood 32779, and our
20 number is (407)865-4858.

21 My wife and I have been Sanlando Utility
22 customers for 33 years now and had various issues over
23 the years. But this dramatic increase -- most people
24 have said all that needs to be said, but there's a
25 number of us who have not really worried or complained

1 too much about things, but this is dramatic.

2 I want to draw one quick comparison of two
3 companies: one deals with water utilities now that it's
4 consolidated, and one I ran for 30 years, a 501(c)(3)
5 here in Seminole County. Many of my people, many of the
6 people here I know, we had a ten-person lay board which
7 was fiscally responsible for our operation, and it was
8 the Mental Health Services of Seminole County. For 30
9 years I was the CEO, didn't see many hikes, increases
10 for our staff. We had psychologists, psychiatrists.
11 But we had to serve the poorest and indigent and the
12 elderly in Seminole County, and we did so effectively.
13 Our profit margin for any good significant year was 4 to
14 5 percent, which was a dramatic year. But the county
15 commissioners like Lee Constantine, state legislators
16 like Representative Plakon oversaw our 501(c)(3), looked
17 at it carefully, knew we were -- we had a monopoly on
18 serving the poor and indigent in Seminole County.

19 Now I come to water, which is a necessary
20 commodity. Mental health services to those poor was a
21 necessary commodity. Sheriff Eslinger would often say,
22 "What are we doing, Jim? Are we increasing our Baker
23 Acts, et cetera?" But it really had to be done.

24 People need water, but when there's a
25 10.4 profit margin and there's significant increases --

1 I had to be accountable for any staff increases that I
2 would give to staff. Our board, who I -- who was my
3 boss, I had to be responsible to them, just as they are
4 to you as the Commission.

5 So I just would say look at that profit margin
6 very carefully. Look at all the infrastructure
7 improvements. I know everything has been talked about,
8 but there are plenty of us now who are not concerned as
9 much as I'm hearing today, and this is too dramatic.
10 Thank you very much.

11 **CHAIRMAN BROWN:** Thank you for your testimony.

12 Next customer, please.

13 **MR. KELLY:** After Mr. Gross is Cindy May.

14 **MR. GROSS:** My name is Andrew Gross. Address,
15 213 Thistlewood Circle, Longwood, Florida 32779. Phone
16 number, (407)869-5864.

17 Madam Chairman, Commissioners, thank you very
18 much for your time. My neighbors have hit on most of
19 the points. I'm just going to try to hit some new
20 information.

21 I want to talk about this consolidation, and
22 I'm going to read a quote from Tom Oakley, Utilities,
23 Inc.'s spokesman, that was in the *Orlando Sentinel*
24 recently. "Sanlando rates are so low now, so what we're
25 trying to do is spread the capital cost across the

1 entire customer base that we have." To me, they're just
2 trying to put more on our backs that don't belong there.
3 What I would ask the Commission to do, or the Office of
4 Public Counsel, I'm not sure who actually would look
5 into this, is assuming that the capital improvements
6 that they're asking for are legitimate, and I know other
7 people are going to address that, what would our rates
8 be if it was just focused on Sanlando? Let's take a
9 look at that instead of this consolidation.

10 The other thing I want to do is -- so
11 Utilities, Inc. is owned by this company out of Canada,
12 it's Corix, and I'm going to read something from their
13 home website. It's quoted "A new way of thinking."

14 "Corix harnesses economies of scope and
15 long-term partnerships to provide essential utility
16 infrastructure, products, and services at the local
17 community level. Our target markets are the small- to
18 medium-sized North American communities whose unique
19 needs are not addressed by the traditional economies of
20 scale model. Corix's strategy is based on the belief
21 that the traditional approach of applying a standardized
22 system of rates, products, or services across different
23 customer groups, markets, cost structures, and
24 regulatory jurisdiction increases regulatory and
25 business risk. Treating all customers the same fails to

1 meet the unique requirements of separate customers in
2 communities such as residential developments, military
3 bases, resorts, and university campuses. A
4 multi-utility approach is the most cost-effective way to
5 serve customers and communities where economies of scale
6 are not achievable."

7 So that's from the parent company's own
8 website. They don't believe that consolidation makes
9 sense. I don't either. I think you should take a look
10 at this. Thank you.

11 **CHAIRMAN BROWN:** Thank you, Mr. Gross, for
12 your testimony.

13 Next customer, please.

14 **MR. KELLY:** After Ms. May is Jason Howard.

15 **MS. MAY:** Good morning. Cindy May,
16 669 Smokerise Boulevard, Longwood, Florida 32779,
17 (407)949-8417. Thank you for giving us this opportunity
18 this morning to speak.

19 My first complaint is in regards to the notice
20 that was mailed out to all the customers. Many
21 people -- it's very confusing. It almost had the
22 appearance of spam or junk mail. And had it not been
23 for fellow neighbors bringing this to our attention,
24 many would not have known about it. And I feel like
25 many still do not know about it. I spoke with an older

1 friend yesterday, and when I mentioned it, she had no
2 idea what I was talking about. She was like, "Oh, well,
3 I just filed that in my water bill file." And I said,
4 "Well, you should take a look at it." I made sure to
5 give her the email address and the docket number to file
6 a complaint.

7 I think that this rate increase is obscene and
8 completely unnecessary, and I do not agree with the
9 monopoly that Utilities, Inc. is trying to put on this
10 county. I feel like, as a young family with four small
11 children, our voices need to be heard too, as long --
12 along with the elderly, which I feel just as much for
13 them as I do myself, because I have four young kids that
14 I'm trying to raise and we're looking at our water bill
15 doubling in price. So then you ask yourself what does
16 that do to our county as a whole? What young families
17 are going to want to move into Seminole County when they
18 look at their water bill rates for the housing here? We
19 specifically moved here for the school system, and I
20 want that to continue. I want young families to
21 continue to move into our neighborhoods, but at this
22 rate you're going to be pushing families out, young
23 families and the elderly, because we cannot afford this
24 increase.

25 The other thing I want to touch on too is that

1 we have had a water line break on our street that has
2 still not yet been fixed for the entire five years that
3 we have lived here. I have pictures where they have
4 taken certain sections of the street out and it's still
5 not fixed. As of right now, we have a -- I don't know
6 what the dimension of the hole is, but it doesn't even
7 have an asphalt cover on it. It's sand.

8 So I am just asking the council to just ban
9 this rate increase on our residents for the young and
10 the old.

11 **CHAIRMAN BROWN:** Thank you, Ms. May, for your
12 testimony, and I appreciate your comments. We have
13 heard some comments, similar comments about the notice
14 that was sent out from the utility, so thank you for
15 elucidating us on that matter.

16 With regard to the water line break, you said
17 it's been five years and it hasn't been fixed at all.
18 And that's on your street?

19 **MS. MAY:** Yes.

20 **CHAIRMAN BROWN:** What's the address?

21 **MS. MAY:** We're on Smokerise Boulevard. So
22 it's had temporary fixes, but it's -- about every six
23 months water just starts gushing out of the asphalt on
24 the street.

25 **CHAIRMAN BROWN:** Have you called the utility?

1 **MS. MAY:** I mean, the people on the street
2 have called. I mean, we're at the end of Smokerise
3 Boulevard because that's a horseshoe, so that's not
4 directly by us. But we still drive -- I mean, both
5 lanes of traffic drive over that on a daily basis, and
6 it still hasn't been fixed.

7 **CHAIRMAN BROWN:** Thank you. We will
8 absolutely look into it. Commissioners, any questions
9 or comments? Thank you.

10 **MS. MAY:** Thank you.

11 **CHAIRMAN BROWN:** Thanks for your testimony.

12 **MR. KELLY:** After Mr. Howard is -- is it John
13 Hirauch (phonetic), Hirauch (phonetic)?

14 **MR. RAUCH:** Rauch.

15 **CHAIRMAN BROWN:** Good morning.

16 **MR. HOWARD:** Good morning. My name is Jason
17 Howard. I live at 102 Hickory Drive, Longwood, Florida.
18 Phone number is (321)689-5539. I want to thank the
19 Commissioners for coming, the ones that came. I wish
20 the other guys had been here too to hear all this
21 testimony. And I appreciate -- I know you guys have
22 come from a little bit of a distance to be here, so
23 thank you.

24 I really want to address something a little
25 bit more macro, a little bigger in scope that's

1 happening here. It starts with the statement on this
2 frequently asked questions page that y'all had out front
3 actually. "How much profit is a utility allowed to
4 earn?" And the answer is, "The amount of profit or
5 return on investment included in rates is based upon the
6 utility's cost of debt as well as the return on the
7 utility's equity investment."

8 I have serious concerns here about the
9 incestual nature of what Utilities, Inc. is doing with
10 its parent company, Corix. Corix, which owns Utilities,
11 Inc. and is the Canadian company many people refer to as
12 backed by a very large investment firm, and Corix is a
13 fully integrated provider of essential utility
14 infrastructure, products, services, and systems, water,
15 wastewater, sustainable energy. They build, finance,
16 maintain, operate utility systems.

17 You have a situation that's here where Corix
18 is the provider of all the utility services, all of the
19 materials, all of the infrastructure, and I am really
20 curious as to how competitive Utilities, Inc. can be
21 with getting their quotes when their parent company is
22 dictating the price of the utility services themselves,
23 the infrastructure that's there. It is ripe for
24 corruption, quite frankly.

25 You all, the Florida -- the Public Service

1 Commission, you're the only people, aside from the
2 Office of Public Counsel, who can address that issue.
3 If your profit is based upon the return of the utility
4 equity investment, what's to stop Corix from charging
5 whatever they want to to Utilities, Inc. to fund that
6 investment and increase their profits? Utilities, Inc.
7 themselves may have a -- what might be considered a low
8 return at 10 percent, but the real money in this thing
9 is that Corix and the amount of money that they can
10 charge to Utilities, Inc. for these services. It is
11 an -- it could be very well an astronomical amount. I
12 cannot research it unfortunately. Corix is a -- not a
13 publicly traded company. That information is not
14 available to us. There's no way to find out exactly
15 what the real rate of return on this investment is that
16 they're proposing without that information. So I ask
17 the Commission, I ask the Office of Public Counsel to
18 delve deeply into this and make sure that we don't have
19 this potential for corruption that's occurring from a
20 parent company basically enforcing everything down to
21 Utilities, Inc. and being given to us as the customers
22 to have to pay for it.

23 **CHAIRMAN BROWN:** Thank you, Mr. Howard.

24 **MR. HOWARD:** Thank you.

25 **CHAIRMAN BROWN:** We will.

1 Next customer.

2 **MR. KELLY:** After Mr. Rauch, Rauch, is Mike
3 Taran, Taran.

4 **CHAIRMAN BROWN:** Good morning, Mr. Rauch.

5 **MR. RAUCH:** Good morning, Madam Chairperson
6 and members of the Commission. This morning I'm here to
7 speak against the issue of consolidated rates, not
8 against the consolidation of the company. Since I first
9 became a CEO of a public organization when I was 26, I
10 have had the privilege of serving many different
11 organizations, both governmental and private, public,
12 for-profit, both in the healthcare industry and the
13 communications industry in both Oregon and the state of
14 Florida, serving as chairman of the rate commissions in
15 both Oregon and in Florida in my history. During those
16 times, I have felt that one of the most important things
17 that we have are the protectors of the people that
18 weren't here today. Tens of thousands of people were
19 not here today, and that's your job, to look out for
20 them. And I commend you for your service to do that
21 because the pay is horrible.

22 Today, I'm here to speak against, as I say,
23 the consolidated rate. I don't doubt that there's
24 problems in water quality. I recently found out that I
25 have a problem with theft of property from this same

1 company. The problem has to be where they -- a part of
2 their service is going under my property. I did not
3 learn of it until there was a valve malfunctioning on
4 the sewer line, and the pressured sewer line started
5 overflowing all through my property. At that point in
6 time, I started looking at it and found this to be a
7 problem.

8 So in full disclosure, I am not currently
9 an -- against or for them on this issue. I am merely
10 planning to talk to them about this and how we resolve
11 the problem at the least cost to the public.

12 In this particular time, I do not think the
13 problem before us is this red herring I call a rate
14 case. I mean, it's not the issue. The issue appears to
15 be one of the management of this corporation. It may
16 not be the current management. They may be trying to
17 solve it the best way they've been given options to do.
18 But the problem has been a history of mismanagement. I
19 have taken hundreds of millions of dollars of projects
20 at different various times looking at the total cost,
21 whether I wanted to have acquisition of them or not.
22 And in each case, like you flip a house, you don't just
23 buy the property. You find out what the infrastructure
24 of that house is, what it's going to cost, and you
25 escrow 110 percent because somebody is always going to

1 screw up and you're going to go out of budget unless you
2 really ride it close. So in that case, I do not see
3 where this has happened in this company in its
4 acquisitions.

5 If there's a need for a rate, then have a
6 rate, but within the limits for our area. That's
7 reasonable for the company. It's reasonable for the
8 people. And if they can't handle it, divestiture is
9 always an option for them. Thank you very much.

10 **CHAIRMAN BROWN:** Thank you, Mr. Rauch, for
11 your testimony.

12 Mr. -- sir, could you just state your name and
13 address for the record?

14 **MR. RAUCH:** Oh, I'm sorry.

15 **CHAIRMAN BROWN:** I don't think we got the
16 address.

17 **MR. RAUCH:** My name is John Rauch. I live at
18 1450 West Lake Bradley Road. I'm also here representing
19 my mother as power of attorney, who lives at 1510 Jill
20 Jenee in Jennifer Estates in Longwood, Florida. Thank
21 you.

22 **CHAIRMAN BROWN:** Thank you so much for your
23 testimony.

24 Next customer, please.

25 **MR. KELLY:** Mr. -- is it Taran, Mike Taran?

1 **CHAIRMAN BROWN:** Mike Taran.

2 (No response.)

3 **MR. KELLY:** Dennis Warren.

4 **CHAIRMAN BROWN:** He's coming.

5 **MR. KELLY:** Followed by Todd Burnett.

6 **CHAIRMAN BROWN:** Good morning.

7 **MR. WARREN:** Good morning. Thank you. My
8 name is Dennis Warren. I live at 329 Raven Rock Lane in
9 Longwood. The phone number is (407)448-3984.

10 I am here on behalf of the president of
11 Springwood Village Condominiums to read into the record
12 a letter. And I'll give you a copy of it as well. She
13 could not be here today.

14 And I'll be followed at some point by the
15 manager of Springwood Village who will share numbers
16 with you. But the president wanted this record read
17 into record. By the way, Springwood Village is a 296
18 community -- excuse me -- a 296-unit community on the
19 northeast quadrant of I-4 and 434. It sits behind the
20 Bonefish restaurant.

21 This letter is dated February 1st, 2017. "To
22 whom it may concern: Please be advised that as the
23 president of Springwood Village Condominiums, I am
24 sending this letter as our association's official
25 opposition to the proposed rate increase being sought by

1 Utilities, Inc.

2 "We are a 296-unit community, and ask that
3 this community opposition be given the proper weight
4 accordingly. Many of our owners and residents live on
5 fixed incomes and are unable to afford such an increase.
6 Further, we do not feel our residents should be
7 responsible for paying for Utilities, Inc.'s business
8 decision to merge multiple regions internally and then
9 double our rates using those proprietary business
10 decisions as an excuse. Water is a commodity that is
11 necessary for survival and should not be used for
12 financial gain by a business." Signed, Dawn Warren,
13 President.

14 So I wanted to read that into the record.
15 Leave a copy.

16 **CHAIRMAN BROWN:** Thank you. It will be 22.

17 **MR. WARREN:** I also -- thank you. Also, I
18 hadn't prepared for this, but based on Mr. Kelly's
19 invitation, I wanted to share an experience I had
20 personally as a customer that was not so pleasant. So
21 in the interest of time, I'll try to give you a *Reader's*
22 *Digest* version of it.

23 But a few years back at Springwood Village,
24 one of our long-term residents, who also happened to be
25 a very tenured employee with Utilities, Inc. and was

1 known for anger management issues, I'll say, made a
2 comment to the management staff, among other comments
3 that he's made, but this one he had threatened to
4 disrupt the -- he was mad at the staff -- threatened to
5 disrupt the water supply to the association. That
6 concerned me, especially being a 30-year law enforcement
7 career and running the internal affairs unit of my
8 agency when I retired three years ago, so I called
9 Sanlando -- or I think it was Sanlando back then, maybe
10 Utilities. I spoke with somebody, explained to them,
11 and they told me somebody would call me back. And this
12 happened in his off-duty capacity, he wasn't in uniform,
13 and I understood that; however, the fact that I felt he
14 was able to possibly do that concerned me. Anyway, so I
15 was told somebody would call me back that business day.
16 After several days of not hearing from anybody, I
17 drafted a letter and figured I would fast track it and I
18 sent it to the Public Service Commission, knowing they
19 wouldn't address it but that it might get proper
20 attention from Utilities.

21 I did hear back from Utilities. We
22 communicated by phone and email back and forth. They
23 said they'd look into it. I called them back a few days
24 later. They were still looking into it. And at some
25 point it got to the point where they said, "Well, we

1 talked to him, and he's going to send you a letter of
2 apology."

3 **CHAIRMAN BROWN:** Sir, could you wrap it up a
4 little bit?

5 **MR. WARREN:** Yes, ma'am.

6 **CHAIRMAN BROWN:** Thank you.

7 **MR. WARREN:** They said he'd send a letter of
8 apology. Several weeks go by and I finally get a letter
9 of apology that ends up -- I later found out it was
10 written by his wife. But I just thought it was very
11 unprofessional how he acted and how it was dealt with
12 and how I had to keep going back and forth trying to get
13 an answer to my situation.

14 **CHAIRMAN BROWN:** One second. Thank you,
15 Mr. Warren.

16 We're going to go head and mark for
17 identification purposes as Exhibit 22 the president of
18 Springwood Village letter into the record. And it's
19 been provided to our court reporter, and we appreciate
20 your comments.

21 (Exhibit 22 marked for identification.)

22 **MR. WARREN:** Thank you.

23 **CHAIRMAN BROWN:** Commissioners, any questions?

24 Thank you.

25 **MR. WARREN:** Thank you.

1 **CHAIRMAN BROWN:** Next customer, please.

2 **MR. KELLY:** After Mr. Burnett is Al Barnes.

3 **MR. BURNETT:** Good morning.

4 **CHAIRMAN BROWN:** Good morning.

5 **MR. BURNETT:** Todd Burnett, 218 Tollgate
6 Trail, Longwood, Florida 32750, (407)416-6457. I am
7 here to represent the Woodlands Civic Association, which
8 we are a community of 550 homes. So well over a
9 thousand residents in our area.

10 The first word I just want to say, and pretty
11 much everybody has been saying the same thing,
12 excessive. We understand that nothing is for free, we
13 understand the cost of doing business, but we do feel
14 that these are astronomical raises -- or rate increases.

15 Also, again, to reiterate what a lot of people
16 have been already talking about is the information
17 disbursement. It's been very confusing. So I talked to
18 Sanlando, who we are lucky to have, and asked them if
19 they could give us a representative, come to our annual
20 meeting and give us some insight so we weren't so
21 confused. They respectively declined and said to come
22 to this meeting, so I was not happy about that.

23 So on that note, we -- some of the residents
24 have decided that they were going to do a petition. So
25 there is a petition. I'm not going to speak on that. I

1 have another resident that's going to speak on it that
2 has spearheaded that.

3 The -- also we have had -- we ended up
4 having -- a few years ago, we ended up having the entire
5 main drag of our community repaved by Seminole County,
6 which we were grateful for, but we've had some issues
7 along the road. So I contacted Seminole County and
8 asked them, "We're having a depression in the road.
9 It's cracking. Is there something you can do about it?"
10 And they referred me to Sanlando saying that's where the
11 sewer runs underneath and that they're responsible for
12 it. A year later -- over a year later, we have not had
13 that part of the road repaired. Now to their defense,
14 they have fixed some other areas of the roads that have
15 failed, but that one is still right on the main drag.

16 And the other thing I wanted to bring up was
17 the monopoly. Your decision is the final decision, and
18 we are going to be stuck with that. So, please, because
19 we have no other options, please just remember that
20 accordingly.

21 And last but not least, you were talking about
22 the technical hearing that's supposed to be coming,
23 which is the final decision. Okay. If -- is that open
24 to the public? Are we allowed to come to that?

25 **CHAIRMAN BROWN:** All right. That's a question

1 for me to answer.

2 **MR. BURNETT:** Yes, ma'am.

3 **CHAIRMAN BROWN:** Yes, the technical -- you are
4 more than welcome, but -- and we are streaming it live.

5 **MR. BURNETT:** Okay.

6 **CHAIRMAN BROWN:** It will be available on the
7 website, as is this meeting is currently being streamed
8 live -- pardon me -- this meeting is being streamed
9 live. But it is -- it is a legal proceeding and there
10 won't be public participation, but you are more than
11 welcome to come and watch the procedural nature of that.

12 **MR. BURNETT:** Okay. And last but not least,
13 again, our neighborhood is back from the '70s when it
14 started. We have a lot of residents that are the
15 original members, and a lot of those members are on
16 fixed income. If you -- if -- because of consolidation
17 of the company, we -- we know that's already there, then
18 maybe we should be consolidating and spreading those
19 fees, those rates around as well.

20 **CHAIRMAN BROWN:** Thank you, Mr. Burnett.

21 **MR. BURNETT:** Thank you.

22 **CHAIRMAN BROWN:** Just one last point.

23 **MR. BURNETT:** Yes.

24 **CHAIRMAN BROWN:** Pardon me. The decision will
25 not be coming at that hearing.

1 **MR. BURNETT:** Okay.

2 **CHAIRMAN BROWN:** There will be -- the parties
3 have an opportunity to provide written briefs after the
4 hearing, and then we will get a staff recommendation.
5 So we expect a decision somewhere over the summer.

6 **MR. BURNETT:** Okay. Thank you very much.

7 **CHAIRMAN BROWN:** Thanks for coming out.

8 Hold on one second. A Commissioner has a
9 question. Commissioner Brisé.

10 **COMMISSIONER BRISÉ:** Thank you. So you're
11 here on behalf of the Woodlands Civic Association?

12 **MR. BURNETT:** Yes. I'm the president.

13 **COMMISSIONER BRISÉ:** You're the president. So
14 the -- there was a formal action taken by the
15 association for you to come and represent them today?

16 **MR. BURNETT:** It was asked, yes. The petition
17 being filed -- and I believe you should already have
18 that because I know there was a deadline. I wasn't
19 spearheading that, but I agreed with it.

20 **COMMISSIONER BRISÉ:** Okay.

21 **MR. BURNETT:** And so, yes, I'm here on behalf
22 of our 550 homes in our neighborhood.

23 **COMMISSIONER BRISÉ:** Perfect. Thank you.

24 **MR. BURNETT:** Thank you.

25 **MR. KELLY:** I have a quick question.

1 **CHAIRMAN BROWN:** Yes. Public Counsel.

2 **MR. BURNETT:** Yes, sir.

3 **MR. KELLY:** You indicated you had contacted
4 someone from the utility and asked them to have someone
5 come speak to your community?

6 **MR. BURNETT:** Correct.

7 **MR. KELLY:** When did you do that?

8 **MR. BURNETT:** I believe initially one of the
9 residents asked about that right after the mailing,
10 which I think the mailing came at the beginning of
11 January. So sometime right after that one of the
12 residents contacted me, and I thought, "What a great
13 idea." So I contacted them. I believe my first contact
14 was the 13th of January. And then by the 16th of
15 January, I had gotten my response that -- that nobody
16 would show up and that we were to come to this meeting
17 if we wanted any answers.

18 **MR. KELLY:** Have you previously asked the
19 utility to come speak to your -- your homeowners
20 community?

21 **MR. BURNETT:** Not since I've been in tenure,
22 which has only been two years. You're going to have one
23 of the residents from our neighborhood here, and he's
24 going to speak. He may be able to speak towards that.
25 He's one of the original members.

1 **MR. KELLY:** Thank you.

2 **MR. BURNETT:** Thank you, sir.

3 **CHAIRMAN BROWN:** Thank you for your testimony.

4 **MR. BURNETT:** Yes, ma'am.

5 **CHAIRMAN BROWN:** Next customer, please.

6 **MR. KELLY:** After Mr. Barnes -- and I
7 apologize, John, and I'm going to have to spell it,
8 E-w-s-e-y-c-h-i-k (sic).

9 **CHAIRMAN BROWN:** Thank you.

10 **MR. KELLY:** He's here. Thank you.

11 **CHAIRMAN BROWN:** Good morning.

12 **MR. BARNES:** Good morning. My name is Al
13 Barnes. I'm at 208 Canterclub Trail, Longwood, Florida
14 32779. Phone is (321)439-4998. I've been a resident of
15 Wekiva for 28 years, so I've been a Sanlando customer
16 and a Utilities, Inc. customer for all those 28 years.
17 I'm number 30 on the list, so everything I have to say
18 is iteration. So please accept that.

19 But we are retired, on a fixed income. The
20 government has finally given us a COLA increase for 2017
21 of .003 percent, which is one-third of a percent. And
22 by the way, they increased the Part B contribution to
23 exactly the same amount of money, to the penny. So we
24 haven't had an increase in four years because nothing
25 goes up. There's no price increases. You know, bacon

1 is still a dollar a pound, it's not \$4 a pound, and on
2 and on and on. But we haven't had a lot of increases
3 and we survive, survive medical issues. When you get to
4 be 70 years old, you'll understand that you do have some
5 medical issues from time to time.

6 At any rate, getting back to the point, in
7 their document they sent to us they said the
8 profitability for Sanlando water was 7.95 percent, and
9 for waste the profitability was 1.65 percent. If you
10 folks can verify those numbers, that's fine. And if you
11 also agree that they deserve an increase to
12 10.40 percent, take those current profitability numbers
13 and apply them to their desired profitability. It's not
14 two times. It's not double. So what that tells me is
15 that they're taking the price increase out of Sanlando
16 and contributing it to other areas to help offset their
17 bills. In other words, I'm paying for somebody else's
18 water. I don't want to do that.

19 Secondly, and it was mentioned before, water
20 irrigation is a very high usage of water. For instance,
21 my last bill I got my water reading -- I don't -- I
22 manually -- I have a sprinkler system, but it's only a
23 three zone in the front of the house, and I manually
24 operate it so it's never on when it's raining. Although
25 I do have the rain sensor, I don't trust it. If it

1 rains the day before, the day of, or it's supposed to
2 rain the day after, I don't water. Quickly. I see the
3 yellow light is on.

4 **CHAIRMAN BROWN:** Thank you.

5 **MR. BARNES:** When I sprinkled last month two
6 times, my water usage was 362 gallons a day. When I
7 watered the month before, I had to water four times
8 because it was a little bit dry, my usage went up to 589
9 gallons per day. And last August when I had to sprinkle
10 all four times, eight times, twice a week, it was 896
11 gallons. So you can see that by far the usage, at least
12 on our household, goes to irrigation. So I know it was
13 already said before, but if we had some way of
14 separating irrigation from household usage, that would
15 be great.

16 **CHAIRMAN BROWN:** Thank you, Mr. Barnes, for
17 your testimony.

18 Next customer, please.

19 **MR. KELLY:** After Mr. -- I'm going to allow
20 this gentleman to pronounce his name. I apologize.

21 **MR. SEYCHIK:** Yes. Mr. Kelly, I didn't -- I
22 wanted to see you struggle with that. My name is John
23 Seychik. My address is 210 Albrighton Court, Longwood,
24 Florida 32779. My phone number is (407)342-1129. I'm
25 president of the Wekiva Golf Villas HOA, 48 units. Also

1 board of director of the Crown Oak Centre Office
2 Condominiums off 434, which comprises 55,000 square feet
3 of leased area.

4 Number one, I wanted to say that I'm in
5 agreement with about everything that everybody has
6 stated earlier. The one thing that bothers me more so
7 than anything else by this proposal is that Utilities,
8 Inc. is trying to draw a parallel with companies such as
9 Florida Power & Light. As Lloyd Benson said, "You're no
10 Florida Power & Light." Okay?

11 You know, number one, Florida Power & Light's
12 plants are interconnected. These are independent plants
13 and should be judged on an individual basis.

14 The other one, when I moved to Longwood, I
15 looked at the cost of my house, the cost of all of my
16 utilities, including water and sewer. This is a, you
17 know, astronomical increase, and I do not think it's
18 justified. Thank you.

19 **CHAIRMAN BROWN:** Thank you for your testimony.

20 Next customer, please.

21 **MR. KELLY:** Larry Skinner.

22 **CHAIRMAN BROWN:** Larry Skinner.

23 **MR. KELLY:** Followed by Marilyn Horne.

24 **MR. SKINNER:** Hi.

25 **CHAIRMAN BROWN:** Hi.

1 **MR. SKINNER:** Larry Skinner. I live at --
2 actually in Wekiva Golf Villas, and I'm representing
3 Springwood Village, which is 160 Springwood Circle,
4 Longwood, Florida 32750, (407)767-0442, and right next
5 to Sleepy Hollow.

6 Well, I just ran -- I got this notice and I
7 looked through it, and I did a comparison of last --
8 this December's bill, which is 4,903.75. Applying the
9 new rates will be \$10,661.54, which would cost
10 Springwood about \$60,000 a year more. According -- and
11 also we'd have to raise our dues about \$17 a month just
12 to cover that. Well, we've already done our budget and
13 so on and so forth. And you talk about unhappy
14 800 residents, well, we would have them.

15 Another thing that the gentleman mentioned
16 about the irrigation, you know, we get charged -- at
17 Springwood I discovered we were getting charged about
18 \$35,000 a year for wastewater treatment and irrigation,
19 which means that's free money. They don't provide any
20 service. They're not treating water that goes in the
21 ground. And so that also applies to me as a homeowner
22 in Wekiva Village that every time I irrigate the water,
23 I get charged wastewater. So that's just free money,
24 and that hasn't been mentioned. I mean, if I get 35,000
25 a year, a couple of thousand, you know, it's thousands

1 of dollars every month they're getting free for not
2 doing anything. So I don't think that's fair. Plus a
3 117 percent increase, I just don't know how they justify
4 it.

5 At Springwood, we set aside reserves every
6 year. In the 12 years I've been there, we've approved
7 about \$2 million worth of improvements, and our average
8 rate of increase in dues has been about .4 percent. So
9 if you budget things properly and look ahead and plan on
10 things, you don't have to have 117 percent increases to
11 cover what you need to do. Thank you.

12 **CHAIRMAN BROWN:** Thank you, Mr. Skinner. I
13 appreciate your testimony.

14 Next customer.

15 **MR. KELLY:** Ms. Horne, Marilyn Horne. After
16 Ms. Horne is Steve Drolshagen.

17 **CHAIRMAN BROWN:** Good afternoon.

18 **MS. HORNE:** Good afternoon. My name is
19 Marilyn Horne. My address is 123 Fox Ridge Run,
20 Longwood, Florida 32750. And my phone number is
21 (407)782-2112. Most of my comments have been covered,
22 so I just have a few comments for the Woodlands
23 Association.

24 I have the petition that we circulated. We
25 were able to circulate to about a quarter of the homes

1 because we really didn't get much advance notice. But I
2 will leave it with you.

3 **CHAIRMAN BROWN:** We will mark that as an
4 exhibit, but if you'd like to make some comments.

5 **MS. HORNE:** Yes, I would. We in The
6 Woodlands, where the residents are largely retired and
7 on fixed incomes, are being able -- asked to pay an
8 equal share of \$30 million in proposed infrastructure
9 projects. However, when I contacted Utilities, Inc. of
10 Florida, they were unable to give me a list of major
11 upgrades for our community. And information on this
12 rate increase has been very hard to get. What I did
13 find on the list of projects is that we're getting
14 \$250,000 worth of electrical upgrades and a generator to
15 one of our parts of our plants, and this is even though
16 our water quality has declined since Utilities, Inc.
17 took over. Most of us have to use house filters and
18 drink bottled water because of the smell and the taste.
19 And I have black squiggly stuff that comes out of my
20 faucets. I did contact Utilities, Inc., and the tech
21 came out and tested the water. He said that the
22 chlorine was in the approved range. And when I asked
23 him about the black squiggles -- so I don't know what
24 the smell was -- but he said the black squiggly stuff
25 they found, it is from the chlorine deteriorating our

1 fancy pull-out faucets that have a black coating inside,
2 which is strange because I've had that type of faucet
3 since I moved in in 2002. I only started getting the
4 black squiggly stuff about a year and a half ago. And I
5 also get it in my bathrooms, and they're brand new
6 faucets, and it comes out of my refrigerator filter. So
7 I still don't know what it is. So I really feel that,
8 you know, we're not getting very much for our share of
9 \$30 million when we really need some help with our water
10 quality.

11 I would also like to say that you deny the
12 consolidated rates, as other people have attested. It's
13 just too much of a shell game to follow what's really
14 going on with our increases.

15 And I did have a question about the
16 infrastructure projects. We're being asked to pay for
17 them, but aren't they tax deductible? Isn't that a cost
18 of doing business? So they're taking the money that
19 we're paying and getting a tax, you know, a tax credit,
20 but able to send \$36 million to the parent company in
21 Canada.

22 **CHAIRMAN BROWN:** Thank you, Ms. Horne. I'm
23 going to go ahead and mark your -- the petition as
24 Exhibit 23, and it'll be titled Woodland Association
25 Petition. And we appreciate your comments.

1 Commissioners, questions? Any questions?

2 (Exhibit 23 marked for identification.)

3 **MR. KELLY:** I would just like to tell
4 Ms. Horne, today is not the deadline. You mentioned
5 you'd only been able to circulate this --

6 **MS. HORNE:** Oh, could we take the petition
7 back? Yes. Because we're doing it on foot, and it's
8 been very time consuming.

9 **MR. KELLY:** Yes.

10 **CHAIRMAN BROWN:** Yes. What I suggest -- I am
11 going to mark it as an exhibit so that it is in the
12 record. But you can supplement the petition, and we'll
13 give you our mailing address after the meeting.

14 **MS. HORNE:** Thank you very much, and thank you
15 for your time.

16 **CHAIRMAN BROWN:** Thank you. Thank you.

17 Next customer.

18 **MR. KELLY:** Steve Drolshagen followed by David
19 Dennis.

20 **MR. DROLSHAGEN:** Good afternoon.

21 **CHAIRMAN BROWN:** Good afternoon.

22 **MR. DROLSHAGEN:** I live at -- my name is Steve
23 Drolshagen. I live at 422 Twisting Pine Circle,
24 Longwood, Florida 32779. The home phone is
25 (407)869-5363. This is in the Sabal Point Subdivision,

1 and we've lived there 29 years.

2 My last month's water bill was \$48. Using the
3 new rates, we're going to go to 104. And by the way, we
4 have a sprinkler system that's run by a pump that
5 doesn't include any -- any Utilities, Incorporated
6 water.

7 And as an aside, just for somebody's future
8 reference, when I get my bill, it says I use, for
9 example, last month, 7,205 gallons. And then under the
10 wastewater line, it says the exact same number of
11 gallons, even though we're drinking water, we're
12 watering plants outside, we're doing all kinds of things
13 that doesn't turn it into wastewater. But at those old
14 rates, fine. At the new rates, no thanks.

15 And there was an earlier comment that OUC's
16 costs are quite a bit higher than ours. Well, I have a
17 daughter who owns a home in southeast Orlando that's
18 bigger than our home and a son who owns one in west
19 Orlando. They're both on OUC, and their bills are
20 around 25 percent lower than mine, and there's two
21 people in each of those three houses. And if the
22 increase goes through as proposed, my bill will be
23 140 percent of what their bills are.

24 Certainly OUC is a public utility. Corix is a
25 private equity firm. So, you know, if you think about

1 why would OUC be cheaper, well, economies of scale and
2 public pressure. Why would Corix be so expensive?
3 Well, one is executive salaries and bonuses. Vancouver
4 is an expensive town to live in, and if you don't have a
5 view of the Pacific Ocean, you're not worth your title.

6 Another is debt repayment, and this is pretty
7 important, I think. When Sanlando Utilities was bought
8 by Utilities, Incorporated in 1998, they told us it
9 wouldn't affect rates. We all had a good laugh about
10 that. Then in 2006 -- and somewhere in there they were
11 bought by a Dutch company. In 2006, High Star
12 Corporation, a capital company, bought it. The only
13 number I could find about that deal was that it would be
14 approximately 500 million. And from my knowledge of the
15 private equity world, normally you put 100 --
16 one-third -- 133 million into the company and then you
17 put 366 million in debt on the company. So Utilities
18 got 366 million of added debt when they -- I see it's
19 running --

20 **CHAIRMAN BROWN:** Thank you.

21 **MR. DROLSHAGEN:** -- when they made the
22 purchase. Then Corix bought it in 2011 and, without a
23 doubt, added more debt to the overall corporation. So
24 that's big.

25 The next category might be lawyers and

1 consultants because it's very time consuming and
2 expensive to --

3 **CHAIRMAN BROWN:** Thank you, sir. Your time
4 has expired.

5 **MR. DROLSHAGEN:** Okay. My time's up?

6 **CHAIRMAN BROWN:** Yeah. I would suggest,
7 regarding your billing, take advantage of the customer
8 service representatives that are here to talk about the
9 wastewater being the same as the water on your bill.

10 And, Commissioners, any questions? No.

11 Thank you.

12 **MR. DROLSHAGEN:** All I will say is all of
13 those things I just mentioned and several others are of
14 no benefit to us as consumers.

15 **CHAIRMAN BROWN:** Thank you for your testimony,
16 sir.

17 **MR. DROLSHAGEN:** Thank you.

18 **CHAIRMAN BROWN:** Next customer.

19 **MR. KELLY:** After Mr. Dennis, Gyl Cerchiai,
20 Cerchiai.

21 **CHAIRMAN BROWN:** Good afternoon.

22 **MR. DENNIS:** Good afternoon. A long day.
23 Thanks for your patience, both Chair and members of the
24 Commission.

25 David Dennis, 307 Smokerise Boulevard,

1 Longwood, Florida 32779, (407)869-9254. A little bit of
2 my background. So I retired from a large international
3 accounting firm. I consulted with companies,
4 governments, large water utilities of over a million
5 customers. I know the business. Past governing --
6 member of the governing board of the American Institute
7 of CPAs, past president of the Florida Institute of
8 CPAs, appointed by both Governors Crist and Scott to the
9 Florida Board of Accountancy, past chair and current
10 vice chair.

11 So I actually have something that's a little
12 different. There's two issues here that I see from an
13 accounting perspective. Right? So we're talking about
14 taking money and moving from Florida to Illinois and
15 California -- or Canada. So I don't really favor that.
16 If there's costs, they should be recorded in Florida
17 Utilities. But the bigger issue to me is the
18 normalization of rates. So you have high rates and low
19 rates, and they talk about picking winners and losers,
20 but really talked about taking low rates in Sanlando,
21 high rates elsewhere, and normalizing them. So you ask
22 why is ours so low? Maybe ours was too low. I don't
23 know. You also should ask why the other rates are so
24 high. Right?

25 And the key issue, as I look at it, and I

1 would hope that the Office of Public Counsel will look
2 into this, is that a lot of the aggregation into private
3 sector utilities came in the '70s and '80s in which time
4 this company acquired systems, and a lot of those
5 systems were acquired from developers who went bankrupt.
6 If you were here in the '80s, you saw a lot of people go
7 bankrupt. Developers built water systems. They went
8 out of business, the water systems failed. Small
9 customer base, huge rates. So when you take those huge
10 rates, low rates at a successful business that was only
11 sold because the owner was aging and wanted to get out
12 of business and you normalize them, then you take failed
13 systems with well-run systems and you have the well-run
14 system subsidize the failed systems. So I would hope
15 that you look into this concept of normalizing rates,
16 and I would hope that you vote against normalizing
17 rates.

18 They talked about they're doing this for
19 efficiency. Right? In 36-and-a-half years advising
20 corporations, governments, and water utilities, I can't
21 recall ever recommending to somebody that you
22 consolidate to provide efficient service and then raise
23 rates. Right? So if you have a situation where
24 consolidation and aggregation causes you to increase
25 your rates, you just don't do it. Right?

1 They haven't really talked about the
2 efficiencies that they're going to gain. They've talked
3 about a billing system. Well, they have a billing
4 system that works. I assume it works. So if you
5 aggregate rates or if you normalize rates, then you have
6 to change the billing system. So they haven't told us
7 how it's going to become more efficient, so they simply
8 are asking us to pay for them to go into their system
9 and normalize rates in their system. You might think it
10 will be cheap, but anytime you get into technology
11 systems -- it's red, I'll end up -- you have increases
12 in systems. I've raised some new issues. I hope you
13 take these to heart and look into those.

14 **CHAIRMAN BROWN:** Thank you, Mr. Dennis.

15 **MR. DENNIS:** Oh, and one other point. They
16 mentioned the water main break on Smokerise, out on
17 Smokerise. Last Thursday I was going to Publix. I'm
18 retired, so I go to Publix during the day. Water was
19 bubbling through the asphalt. I said, "That's not
20 normal." So I called our homeowners association, and
21 C.J. said she would get somebody out there. And two
22 hours later they had dug up the asphalt, so now we have
23 a dirt road essentially for part of it.

24 **CHAIRMAN BROWN:** What's that homeowners
25 association?

1 **MR. DENNIS:** Sweetwater Oaks Homeowners
2 Association. Chuck Scales was talking earlier. C.J., I
3 mean, I called her because I don't know if it's ours or
4 theirs. But you don't normally see water bubbling
5 through asphalt.

6 **CHAIRMAN BROWN:** Thank you, Mr. Dennis, for
7 your testimony.

8 **MR. DENNIS:** Thanks.

9 **CHAIRMAN BROWN:** Appreciate it.

10 Next customer.

11 **MR. KELLY:** Is it --

12 **CHAIRMAN BROWN:** She's coming up.

13 **MR. KELLY:** Okay. After -- is it Cerchiai?

14 **MS. CERCHIAI:** Gyl.

15 **MR. KELLY:** Gyl.

16 **MS. CERCHIAI:** Gyl Cerchiai.

17 **MR. KELLY:** Cerchiai.

18 **MS. CERCHIAI:** 120 Harrogate Court, Longwood,
19 Florida 32779. My phone is unlisted, unpublished,
20 unanswered --

21 **CHAIRMAN BROWN:** That's fine.

22 **MS. CERCHIAI:** -- because I get these stupid
23 calls. And I don't have a cell phone because it's
24 gingerbread and I don't feel I need one. It's just more
25 money. I'm a fossil, fixed income. I've lived in

1 Miami -- Miami -- well, no, Wekiva 30 years. I'm your
2 "Welcome to Wekiva" bag lady, and so I have a post. I
3 know who's coming in and all that stuff. Okay.

4 Thirty years ago we moved there for the
5 educational system, the Wekiva school system. And guess
6 what? Today people are moving there for the same thing.
7 They're moving there because their grandparents live
8 there, everybody is dual income, so they have
9 babysitters, or I'm getting the grandparents moving down
10 to babysit when they move here.

11 Okay. So we've all worked hard. We
12 sacrificed. We got our kids through college. Now we're
13 fixed income, like it or not. I don't want a
14 Maserati -- well, I'd love one, but, you know, it's not
15 my thing in life. I just want to stay in my home. I've
16 been crimed on a lot from a loaded gun because somebody
17 was pissed over a parking space, and I didn't even have
18 a car at the time, to a switchblade, to on and on and
19 on. But that's -- I want to stay in my home. I've been
20 safe there for 30 years. Okay. So I'm not going to
21 take up three minutes.

22 What I did notice on TV, and I don't know what
23 channel it was, but they said -- because I channel
24 surf -- they wanted to keep the shareholders or
25 stockholders happy, this company that everybody is

1 screaming about. That was on TV last night. And the
2 other thing I picked up here was Canada. I didn't know
3 this was -- what is it? Corix? Yeah. Wow. Okay.
4 Hate to say this and bring up politics, but we have a
5 president that doesn't want business out of the country.
6 Would he like to step in and hear our complaints, or
7 Governor Scott, maybe he has his ear.

8 So that's all I have to say. Valentine's Day
9 is coming up. Please hear us with your heart. I mean,
10 we are fixed income and we're your middle class that's
11 fading away.

12 **CHAIRMAN BROWN:** Thank you so much for your
13 testimony.

14 Next customer.

15 **MR. KELLY:** Nancy Kon.

16 **CHAIRMAN BROWN:** Nancy Kon.

17 **MR. KELLY:** Kon, K-o-n, followed by Liliana
18 Breton, Breton.

19 **CHAIRMAN BROWN:** Good afternoon.

20 **MS. KON:** Hi. I'm Nancy Kon, 215 Albrighton
21 Court, Longwood 32779, (407)786-3971.

22 I am -- a little bit of background, I was a
23 board of director for the Wekiva Golf Villas Homeowners
24 Association, and I am the president for a Florida
25 non-profit, Imagine our Florida, and we are an

1 environmental educational group.

2 Let me talk to you a bit about conservation.
3 I walk the talk. My water bill is \$40 a month on
4 average. I live in Wekiva, two people in our house.
5 The reason I can keep it so low is because I have very
6 little grass that faces the road. These people know
7 what they're doing. These \$80-a-month bills, they're
8 good. They -- they have their conservation in check.

9 The other thing I want to talk about is the
10 other ways that we are going to be also charged. It's
11 not just on our own personal bills. At the Wekiva Golf
12 Villas, we have a pool. One pool serves 42 people. I
13 know that my bill will go up with that water increase.

14 Another way that it's going to affect me and
15 every other person in this room is with the businesses
16 as our restaurants, our dry-cleaners who do laundry, our
17 laundromats, our car washers, all of those people are
18 going to have to increase bills. And all the larger
19 stores, Publix, those kind of people, it won't be quite
20 so noticeable because they'll maybe raise their chicken
21 a dollar or two. Well, what about the small businesses?
22 How is this going to affect them, that small restaurant
23 owner, that small dry cleaner, the small salon owner,
24 the barber down the street? How do they compete?
25 Please, please, I'm asking you, take that into

1 consideration. Thank you very much for your time.

2 **CHAIRMAN BROWN:** Thank you, Ms. Kon.

3 Next customer, please.

4 **MR. KELLY:** Is it Liliana -- oh, she left,
5 okay.

6 Mike Stricker.

7 **CHAIRMAN BROWN:** Mike Stricker.

8 **MR. KELLY:** Mike Stricker.

9 (No response.)

10 Albert Flores.

11 **CHAIRMAN BROWN:** Albert Flores.

12 (No response.)

13 **MR. KELLY:** A.J. -- is it Popiel?

14 **CHAIRMAN BROWN:** No A.J.?

15 (No response.)

16 **MR. KELLY:** Brian Page, followed by Robin --
17 is it Radvak?

18 **CHAIRMAN BROWN:** Good afternoon, Mr. Page.

19 **MR. PAGE:** Hi. I live at 492 Timber Ridge
20 Drive here in Longwood. My number is (850)218-9345.
21 That's from the Panhandle area. I moved here back last
22 year when I bought a house in August. And I looked at
23 my utilities when I bought. And I was surprised that,
24 unlike other areas of the state, we don't have a county
25 water, at least not here. I'm in Sanlando, and I saw

1 the increase and I was just shocked. And I really don't
2 understand why we have a private entity controlling
3 utilities anyway. But I guess the biggest concern that
4 I have is the comparison to an electrical company. This
5 is water. It's out of the ground. So the environment
6 here is different than in Pinellas or Polk or
7 Hillsborough or Lakeland, anywhere. And so I don't
8 understand why we're being forced to, you know,
9 subsidize other areas when, when they bought this in
10 2011 -- and I'm a tax attorney by trade. When we do
11 business deals, we do a lot of investigations and we
12 escrow money for capital projects. So when this was
13 purchased, this was ignored by the company. And so why
14 are we being forced to pay for their poor choices? This
15 is a monopoly. It's not a -- you know, I can't -- I
16 can't have a well in my yard here like I have where I'm
17 from. So I don't understand, you know -- I understand
18 this Commission controls it, but I don't understand how
19 they have these rates. And this notice, by the way, it
20 took me about an hour to really understand it, and I'm a
21 lawyer, I'm a tax lawyer. Okay? So I feel like this
22 was kind of under the radar, and I feel that a lot of
23 our neighbors don't know what's going on. And I feel
24 that, you know, as a company, they have a -- you know,
25 they need to take care of us because of water.

1 I have a few more things. As for my own water
2 bill, right now my bill is \$50 a month. I have a wife
3 and a child. We do watch our water usage. Under the
4 new rates, which, by the way, we had to go on a computer
5 to find out what they actually are, it took us about 35
6 minutes and, you know, it wasn't easy to see, it's going
7 to be \$110. That is -- in law, that's a contract of
8 adhesion. We have no option.

9 And so I ask that, one, the rates not be the
10 same over the entire state. That if there are, indeed,
11 infrastructure things to be done here, that we have
12 bonds, they put that on our bill, we see how much it
13 costs, and then when it's paid off, it's gone. If we
14 have a rate increase, and I know it has to go up some,
15 but 158 percent? That's outrageous.

16 And so I ask you, as our only, you know,
17 fiduciary between us and the company, to please do your
18 job and not allow this. Thank you.

19 **CHAIRMAN BROWN:** Thank you so much for your
20 testimony.

21 Commissioners, any questions?

22 I always appreciate a fellow lawyer.

23 **MR. PAGE:** Yeah. Oh, I do have one last
24 thing. Of course I do.

25 (Laughter.)

1 I would ask that the PSC from now on, if
2 possible, have these meetings on a weekend. Because I
3 know for me, I had to miss a half a day of work to --

4 **CHAIRMAN BROWN:** I can appreciate that.

5 **MR. PAGE:** You know, for me, I bill by the
6 hour and time is money. And so I think it would be --
7 we'd have a much larger turnout if it was on the
8 weekend.

9 **CHAIRMAN BROWN:** Thank you.

10 Next customer.

11 **MR. KELLY:** Robin Radvak. I hope I pronounced
12 that right.

13 **MS. RADVAK:** You're close. That's good.

14 **MR. KELLY:** Followed by Ellis Morris.

15 **MS. RADVAK:** I asked if -- I need to sit, if
16 you guys are okay.

17 **CHAIRMAN BROWN:** Feel free to. If we could --
18 if someone could help her with the mike, please.

19 **MS. RADVAK:** Thank you.

20 **CHAIRMAN BROWN:** And thank you for giving us
21 the heads-up.

22 **MS. RADVAK:** Thank you. Yeah. I didn't want
23 to be rude.

24 **CHAIRMAN BROWN:** No, no. No problem.

25 **MS. RADVAK:** Thank you. I'm Robin Radvak. I

1 live at 450 Longmeadow Lane in Longwood. Been a Central
2 Florida resident since 1990. And thank you all both for
3 being here and for listening to us, and hopefully we can
4 implore you to really look into some of the details. My
5 husband is an MBA. He's at work and he can't be here.
6 I tasked him with doing some of the calculations that I
7 couldn't get to and had paperwork from him, and
8 accidentally, from the printer, grabbed my dog biscuit
9 coupon and didn't bring the paperwork. So I've got my
10 scratches and I'm going to do my best here. So I
11 apologize.

12 You guys are saying that there are 60,000
13 customers making up 15 systems, 15 systems in ten
14 counties. And that's the amount of affected people,
15 60,000. Can we kind of --

16 (Technical difficulties.)

17 **CHAIRMAN BROWN:** Yeah, thank you, guys.

18 **MS. RADVAK:** There we go. I'll hold it up a
19 little better. I apologize.

20 I started doing just childish math here.
21 Where we had -- they want a \$7 million increase that
22 they just want to make as far as UIF. Dividing it
23 amongst us 60,000 residents or homeowners or however you
24 want to label us, that's \$116.666 repeating -- bad
25 number, but there you go -- of the \$500,000 that they

1 just want to make for the salaries and increases.
2 Again, dividing it amongst us 60,000 people, that's an
3 additional \$8.333 per customer. Again, yearly numbers.
4 The \$36 million that they would like to take out of
5 Florida --

6 (Technical difficulties.)

7 **MR. KELLY:** Use that one.

8 **MS. RADVAK:** Thank you. The \$36 million that
9 they would like to take out of -- thank you -- out of
10 Florida divided amongst us is over \$600 per customer,
11 \$600 additional.

12 Additionally, there's the \$30 million that
13 it's supposed to be costing us 60,000 customers. Again,
14 \$500 per customer that it's taking to turn around and
15 make up all of these infrastructure repairs, et cetera,
16 et cetera. I would implore you to be able to look into
17 every last detail as far as where that money is going
18 and how much it's costing them.

19 Additionally, I looked into the docket. I
20 could not find one request on anyone that was asking you
21 to not move this forward. Every last person was asking
22 you, "We are not okay with this increase. We want you
23 to not only decrease it." Additionally, the interested
24 parties, as has been described before, there were so
25 many people complaining or unknowledgeable about what's

1 going on with this UIF potential increase. Interested
2 parties, in my thought, should be all 60,000 affected
3 customers. And yet if you talk to anybody, the majority
4 of people are not aware of what this is. When you start
5 talking numbers and give them the details and the rates
6 and they start doing the numbers, they are
7 flabbergasted. They think that somebody must be doing
8 the funky math that all the kids complain about
9 nowadays. And it's not true. I mean, it's a
10 substantial difference.

11 So related to all of us here -- and, again, I
12 apologize for sitting, I don't want to be
13 disrespectful -- I would implore you to look into where
14 all the money is going and why it's going and why also a
15 company that wants to be Florida based or doing business
16 in Florida, having another company and the big offices
17 in Illinois, are additionally giving all the money off
18 to Canada. I've got a real problem with that. And
19 they've got a monopoly, so we don't have an option to
20 say we're going to use choice A, B, or C. And every
21 last person I've talked to, not one person is not only
22 not in favor of it, they've been trying -- and I'm sorry
23 you guys are getting emails, but people are making sure,
24 you know, we're not happy, we're not impressed with it.
25 And we certainly don't feel like the cash for the buck,

1 we're getting anything from it other than just, you
2 know, bigger bills. So thank you for your time.

3 **CHAIRMAN BROWN:** Thank you for your time.
4 Appreciate those comments.

5 Any questions?

6 Seeing none, thank you again.

7 **MR. KELLY:** After Mr. Morris is Rosa Karbon or
8 Karbon.

9 **CHAIRMAN BROWN:** Good afternoon, Mr. Morris.

10 **MR. MORRIS:** Good afternoon. My name is Ellis
11 Rowe Morris. I live at 103 Foxridge Run in Longwood,
12 Florida. That's The Woodlands subdivision. My
13 telephone number is (407)332-6283.

14 I was asked to say a little about the petition
15 that we ran around. We got 258 signatures in just a few
16 days. And I was one of the guys that carried it around,
17 and of the 54 people that I saw, every one of them
18 signed it.

19 When I got out of the Army in 1979, I moved to
20 The Woodlands, and we have loved living there. At that
21 time when The Woodlands was first built, there was no
22 sewage and no water service. So Greater Construction
23 Corporation was the primary builder. They -- senior
24 moment.

25 (Laughter.)

1 They formed Sanlando Utilities, Incorporated.
2 Since then it's expanded out to Wekiva. We had
3 wonderful service. You just couldn't beat it, good
4 rates. We were all very fortunate. But this is -- that
5 company was 41 years old when it was sold, and the
6 initial cost of the infrastructure and the equipment, it
7 just -- it was paid off by then. And here we are --
8 it's just a shame the way we've ended up going under
9 this Utilities, Incorporated, which since then we've had
10 a lot of deterioration in our service. It's just a
11 shame. I'd like to say that it's a shame that we've
12 ended up like we have today. Here we are, we can't go
13 up to Sanlando's office and drop the payment in the box
14 like we used to. Now we're mailing it to Maine. And
15 then we find out that all these water customers are
16 paying bills and profits to Illinois, and then their
17 private big company is going to Canada. Maybe I
18 shouldn't be worried about that, but I am. That doesn't
19 sound right. Florida is not getting treated right.

20 The 10.5 percent that they're asking for to
21 pay their stockholders, I don't have a lot of
22 investments, but I do have a little bit. I have a
23 annuity that pays, like, 2.5 percent, which is not
24 losing. The company that I worked for for 23 years, I
25 get a -- at their stock, I make about 4 percent off of

1 that. So 10.5 percent for a monopoly? Huh-uh. It's
2 wrong.

3 **CHAIRMAN BROWN:** Thank you.

4 **MR. MORRIS:** So I'd like to ask you people --
5 oh, am I over?

6 **CHAIRMAN BROWN:** Yes.

7 **MR. MORRIS:** I'd like to ask you people to
8 disapprove this and try to create a system so that
9 people out in the fringes of this county don't end up
10 getting stuck like we have.

11 **CHAIRMAN BROWN:** Thank you, Mr. Morris.

12 **MR. MORRIS:** Thank you.

13 **CHAIRMAN BROWN:** Next customer, please.

14 **MR. KELLY:** Ms. Karbon. Is it Karbon?

15 **MS. KARBON:** Karbon. Am I the last one?

16 **MR. KELLY:** Yes.

17 **CHAIRMAN BROWN:** Hi.

18 **MS. KARBON:** Hi. Rosa Karbon, 3855 Oakington
19 Place, Longwood, Florida 32779, (407)786-8677. Okay. I
20 know pretty much everything has been said, but I just
21 wanted to point out that this was very poor planning.
22 You know, I'm on social security. If I need to upgrade
23 something in my house, do I ask social security to give
24 me increases so I can do the upgrade? I don't think so.
25 Okay?

1 I'm part of two different associations, so I
2 pay two different fees, and, of course, everything will
3 go up too in there besides my own personal home. The
4 associations, they plan. Everything that goes -- that
5 people pay, there is a part that goes in reserve so that
6 they can have money when they need to redo, I don't
7 know, the grass, replace things, whatever. If the
8 utility company doesn't have this, then it's very poor
9 planning. Bad planning on their part doesn't mean that
10 I have to subsidize them for it. So, you know, I just
11 ask you to please don't go with this plan. Too much
12 money for everybody. Okay. Thank you.

13 **CHAIRMAN BROWN:** Thank you so much for your
14 testimony.

15 Mr. Kelly, is that the last speaker?

16 Is there anybody here today who has not spoken
17 and would like to address the Commission?

18 (No response.)

19 Seeing none, I want to take this opportunity
20 to first say your community is just excellent. This has
21 been one of the most polite, respectful crowds I've
22 seen. I'm very appreciative of all of you, and your
23 participation, your comments, and input will be taken
24 into consideration. Thanks for taking the time out of
25 your busy days to come and sit with us and listen. And

1 if the Commissioners don't have any closing comments,
2 this service hearing is adjourned. Thank you.

3 (The hearing concluded at 12:40 p.m.)
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1 STATE OF FLORIDA)
 :
2 COUNTY OF LEON) CERTIFICATE OF REPORTER

3
4 I, LINDA BOLES, CRR, RPR, Official Commission
5 Reporter, do hereby certify that the foregoing
6 proceeding was heard at the time and place herein
7 stated.

8 IT IS FURTHER CERTIFIED that I
9 stenographically reported the said proceedings; that the
10 same has been transcribed under my direct supervision;
11 and that this transcript constitutes a true
12 transcription of my notes of said proceedings.

13 I FURTHER CERTIFY that I am not a relative,
14 employee, attorney, or counsel of any of the parties,
15 nor am I a relative or employee of any of the parties'
16 attorney or counsel connected with the action, nor am I
17 financially interested in the action.

18 DATED THIS 15th day of February, 2017.

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